

**Joshua Wilson**

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**Education**

- Texas A&M University – Central Texas: Master of Science in Information Systems; Graduated May 15, 2018
  - Texas A&M University – Central Texas: Bachelor of Science in Computer Information Systems; Graduated August 13, 2016
  - Central Texas College: Associate of Science in Information Technology, IT Desktop Support Certificate, Network Specialist Certificate; Graduated December 2013
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**Certifications**

- Google Analytics Individual Qualification, Received June 2018.
  - Google AdWords Mobile Certification, Received June 2018.
  - Computer Helpdesk Specialist Certificate, Received August 2013.
  - Network Specialist Certificate, Received August 2013.
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**Experience**

- Texas Health and Human Services: 2018-Present
  - WIC Learning Management System Administrator (From 05/15/2018 – Present)
    - Super user for Adobe Captivate and other course authoring tools.
    - Collaborate with SMEs to create effective online learning solutions.
    - Use Adobe Creative Suite to design appealing learning experiences.
    - Assist with instructional design process for the creation of training courses.
    - Ensure accessibility of online courses (such as ADA compliance).
    - Establish rules and procedures for WIC's Adobe Connect system.
    - Use of Drupal CMS for website management.
    - Use of Grassblade and Google Analytics for creating user reports.
- NERDpillo: 2012-Present
  - Co-Owner/IT Operations (From 01/01/2012 through Present)
    - Use of online selling platforms (such as Etsy) to host products for sale.
    - Developed business website.

- Build custom computers for graphic design purposes.
  - Build an office network for business purposes and verify the network's security.
  - Installation of large printers, fabric printers, digital cutting machines, 3D printers, and other hardware for business needs.
  - Setup of remote NAS with RAID 1 for secure back-ups and disaster recovery options.
  - Developed database for inventory tracking using MySQL.
  - Use of SQL queries, views, update, insert, and delete functions to manage inventory system.
  - Connected inventory system to different sites using APIs.
  
- Central Texas College: 2011-2018
  - Technology Support Specialist (From 06/01/2017 through 05/14/2018)
    - Monitor and compare different LMS (Blackboard, Canvas, etc.).
    - Assist in troubleshooting with database build errors from daily file builds.
    - Determine new technologies for Distance Education department.
    - Plus, continue previous duties as Instructional Systems Technologist:
  
  - Instructional Systems Technologist (From 11/05/2015 through 05/31/2017)
    - Tier II technical support for Central Texas College's Blackboard system.
    - Assist with software imaging and deployment.
    - Provide support for students and faculty with BioSig technical issues.
    - Provide Blackboard training to faculty and staff.
    - Run daily jobs to build SIS files from Ellucian Colleague.
    - Trained to work with Postgres for troubleshooting daily build problems.
    - Supervise the performance of Tier I Blackboard LMS support technicians.
  
  - Course Support Specialist (From 02/12/2014 through 11/05/2015)
    - Manage initial content of courses within Blackboard LMS for instructors.
    - Aid instructors with difficulties related to their courses within the Blackboard LMS.
    - Use of Aqua Data Studio to check for new courses added to database.
    - Manage IT purchases for Distance Education department.
  
  - Clerk III (From 07/05/2011 through 02/12/2014)
    - Prepare graphics using Adobe Creative Suite.
    - Take initial steps in preparing content for uploading to Moodle LMS.
    - Daily use of Microsoft Office Suite and Adobe Creative Suite.
    - Proof-read course content for errors and make corrections when necessary.
    - Organize course content, fix assignments, fix links, and ensure compliance/accessibility with accessibility.