

JOSEPH CLAAS

1754 N Pulaski St, Milwaukee, WI 53212 | C: (262)-751-6509 | Jd_claas@icloud.com

CORE STRENGTHS

- Strong Organizational Skills
- Creative Problem Solving
- Energetic Work Attitude
- Technical Expertise
- Outstanding Interpersonal Skills
- Troubleshooting

WORK EXPERIENCE

09/2022 to 11/2022

Help Desk Support Specialist

New World Now LLC- West Allis, WI

Worked with clients around the country to produce and debug websites and registries that contained information about teachers, instructors, courses, and certifications. My responsibilities included accurately recreate, relay, and reproduce all troubleshooting steps or issues to the necessary individuals, communicate resolutions to both internal and external requests to stakeholders and end users, self-manage tasks and organize tickets accordingly and utilizing debugging skills to troubleshoot and resolve bugs.

01/2021 to 01/2022

PC Management

Advocate Aurora Health- Milwaukee, WI

Worked with team members to update and upgrade PC's around hospitals and clinics to make sure they were running the correct OS as well as replacing parts as needed. Worked with doctors and nurses to make sure all data and programs transferred and configured correctly. Making sure applications such as EPIC PCA printing, AD, USMT, ITAM, Cisco Connect, Caregiver Connect, Service now, WKST deployment /upgrade procedures, Pharmacy / POS / Diabetic Programs, and PACS, Win 7 /10 Image. While working with the Win 7 /10 upgrade team as well as working with the Service Desk at AAH I worked very closely with both Windows 10 and Office 365 as both were needed for devices at Advocate Aurora from updating systems to troubleshooting. Unfortunately our team finished the program that the team was assembled for ahead of schedule and they did not renew our team to a new contract at the end of the year of 2021.

09/2020 to 01/2021

HIT Service Analyst

Advocate Aurora Health- Milwaukee, WI

Provides technical support to Team members in regards to computers, servers, different applications, and hardware problems. Works with team members to solve problems they may be facing while using our Knowledge Base to search for answers. Trained in access management and applications such as EPIC, our security access management, active directory, Midas, Kronos, LogMeIn, ServiceNow, Microsoft applications, as well as other basic health programs

02/2020 to 09/2020

IT Consultant

Devise and Resilient - Milwaukee, WI

Became admin for the server and Office 365 to create accounts and profiles for all employees. Maintained and watched over the server for potential problems. Due to COVID-19, the facilities closed for an indefinite time shortly after starting.

03/2019 to 06/2019

Intern

Ox Optimal - Milwaukee, WI

Worked with Google Analytics, Google Ads, and Amazon to optimize companies ads based on how ads were made, key words, and search words. Used logic to look at different data to determine the best ways to make the most profit.

EDUCATIONAL BACKGROUND

2019

UW Extension Program: Coding Bootcamp - Milwaukee, WI

2014

Information Technology - Milwaukee, WI

Milwaukee Area Technical College - Computer Sciences - Milwaukee , WI,

2012

University of Wisconsin-Waukesha - Computer Sciences - Waukesha, WI

2009

Arrowhead High School - High School Diploma Hartland, WI, United States