

Joshua Flynn

Versatile IT Professional with 5+ years of hands-on experience in technical support, system administration, and data engineering, now pivoting into front-end and mobile development. Proven ability to write SQL queries, manage system security, and provide end-user support across large enterprise environments.

PROFESSIONAL EXPERIENCE

WEAU/ Gray Media - Eau Claire, WI

IT Broadcast Engineer October 2025 - Present

- Managing Service Desk Tickets
- Providing onsite Technical Support
- Reimaging and deploying workstations using imaging tools

Menards - Eau Claire, WI

Forklift Operator August 2025 -October 2025

- Customer Support
- Operated a forklift

Midwest Dental/Smile Brands - Eau Claire, WI

Data Engineer September 2020 - April 2025

- Administered clinical systems and managed user access/security protocols across multi-location infrastructure.
- Collaborated with cross-functional teams to improve intranet tools and user experience.
- Managed ServiceNow application portfolio, aligning IT ticket queues with SLAs and optimizing workflows.
- Leveraged SQL to extract, clean, and deliver datasets for reporting needs, supporting data-driven decision-making.

IT Technician May 2020- September 2022

- Provided Tier 1-2 technical support to 200+ users across remote and onsite locations, ensuring rapid resolution of incidents.
- Reimaged and deployed workstations using automated imaging tools, reducing setup time by 30%.
- Maintained Active Directory user accounts and group policies, enhancing network access control.
- Supported network connectivity and VoIP systems, improving system uptime and user satisfaction.

First Choice Computer Recycling - Eau Claire, WI

Desktop Technician November 2019 - February 2020

- Customer Support
- Reimaged and deployed workstations using imaging tools

Menards - Eau Claire, WI

Computer Hardware Support Intern February 2018 - May 2019

- Customer Support
- Reimaged and deployed workstations using imaging tools
- Repaired Various types of hardware(Desktops, Printers, Tablets, Receipt printers, Monitors, Etc)

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TECHNICAL SKILLS

Languages

- CSS
- HTML
- JavaScript
- Java
- ColdFusion
- VB . Net

Mobile Development

- iOS(Swift, Xcode), Android Studio
- Apple Developer

Data & Tools

- SQL, SQL Server
- ServiceNow
- Visual Studio
- Git
- N-Central
- Looker

Systems & Support

- Active Directory
- Windows OS
- iOS, Mac OS
- Carestack
- Dental Vision

Education

Chippewa Valley

Technical College - Eau Claire, WI

IT Mobile Development

IT Software Development Specialist

August 2016 - May 2019