

# Joseph S. Bair

Green Bay, WI 54303

josephbair.com

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## Professional Summary

Software Development graduate with experience in supporting various IT systems.

Experience and skills include:

- Troubleshooting system issues
  - Developing technical training materials for employees
  - Evaluating business needs to help with the development and purchase of software
  - Studied Java software development
  - Developing/Maintaining Wordpress websites
  - Using remote tools to resolve issues
  - Learning on the fly to provide needed support
  - Improvement of processes to increase efficiency and help meet business needs
  - Some experience/education in project management
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## Education

Aug 2020 – Aug 2023

**Western Governors University**

BS Software Development

Sep 2018 – May 2020

**Salt Lake Community College**

AS Computer Science and Information Systems

May 2007 – Dec 2010

**North Carolina State University**

BA Political Science – Public Policy

Minor in Business Management

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## Certifications

- CompTIA Project+
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## Professional Experience

10/17-05/21 *Web Content Editor I* – **State of Utah**

- Same duties as Senior Business Analyst, including website maintenance
- Helped with Active Directory access/maintenance
- Ran SQL queries for daily reports

08/14-10/17 *Senior Business Analyst* – **State of Utah**

- Maintained the website
- Develop and test new phone system while working with outside vendor
- Manage Mainframe/RACF access; resolve access issues with a third party

- Provide support to management with regards to various critical systems
- Provide support to agency users to resolve issues with software programs
- Submit and also resolve tickets through ServiceNow

04/13-08/14 *ORS Trainer III – State of Utah*

- Created online training modules for ORS employees
- Developed an online training database for new employees

11/11-04/13 *ORS Compliance Agent – State of Utah*

- Enforced judgments related to child support
- Investigated the location of non-custodial parents owing support
- Resolved questions and issues with various cases

01/11-11/11 *Unemployment Claims Specialist – State of Utah*

- Determined claimant eligibility for unemployment (UI) benefits
- Answered questions regarding UI benefits and resolve any issues with claims
- Maintained security of sensitive claimant information

## Professional Skills

- Group and individual training/management
- Project Management (Project+ certification through CompTIA)
- Microsoft Office (Word, Excel, Powerpoint) and Windows XP/Vista/7/10
- SQL in DB2 environment (SQL in Oracle and MySQL have been a part of my education)
- Profile maintenance of users in Active Directory
- HTML5/CSS3 (with some Javascript)
- Java programming/software development (part of education)
- Conflict resolution and customer service
- Troubleshooting user issues through use of remote software (Bomgar, GoToAssist)
- Ticket resolution with ServiceNow
- Wordpress website development and maintenance