

# Joshua Li

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## SUMMARY

Technically skilled IT specialist with expertise in troubleshooting, system configuration, and cloud technologies. Proficient in AWS, Linux, and network administration, with a track record of resolving technical issues and optimizing operations to support team success.

## TECHNICAL SKILLS

AWS

Software Deployment

Network Troubleshooting

System Configuration

Network Administration

Virtualization

Technical Support

Linux

HTML / CSS

## LANGUAGES

Python ● ● ● ● ●

C# ● ● ● ● ●

Javascript ● ● ● ● ●

SQL ● ● ● ● ●

## OTHER TOOLS

Git / Github

Figma

Wire Shark

Microsoft Office

Jira

## PROFESSIONAL EXPERIENCE

### ABL Employment, Cargo Handler

December 2022 – October 2024 | Hamilton, Ontario

- Organized and shipped various cargo types, ensuring compliance with safety protocols.
- Prioritized and coordinated time-sensitive shipments in a fast-paced environment.
- Worked closely with both ground staff and air crews to ensure the efficient loading and unloading of cargo.
- Resolved and Quickly identified cargo misplacement's, minimizing delays.

### Compass Community Health, IT Support Specialist

May 2022 – August 2022 | Hamilton, Ontario

- Resolved help desk tickets quickly and efficiently across multiple job sites using remote communication tools.
- Assisted in deploying two-factor authentication software, trained 25+ users to ensure 100% adoption, and enhanced company security measures.
- Configured and integrated computers into the domain environment, supporting a smooth workflow.
- Researched and recommended hardware/software solutions within budget constraints.

### St. Joseph Hospital, Technical Support Intern

September 2019 – January 2020 | Hamilton, Ontario

- Provided technical support for hospital staff, troubleshooting hardware, software, and network issues.
- Migrated 35+ legacy systems to Windows 10, enhancing security, compliance, and performance.
- Managed help desk tickets, inventory, and asset records using IT management systems, improving efficiency and streamlining operations.
- Supported staff via phone, email, and in-person, improving department productivity.

## EDUCATION

### Honours Bachelor of Computer Science (Specialty in Cloud Computing), Sheridan College

2026 | Oakville, Ontario

## CERTIFICATES

### AWS cloud practitioner

May 2025

## PROJECTS

### Marvel Movie Rating App

Mobile application to rate marvel movies created using .net maui and C#

### Personal Website

Personal website designed using tools such as figma and framer

### Cat Adoption Website

Static website created for class project hosted using Amazon S3

## INTERESTS

Cyber Security CTF's, Cooking, Piano, DIY projects, Gardening