

Joseph Mcleod

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Information Technology Specialist

Tech-savvy and analytical IT professional with extensive experience in IT support and service delivery. Adept at developing IT processes and improvement strategies deploying, integrating, and managing system servers, applications, and resources. Strong background in customer service and strategic development, with a proven ability to meet end-user needs and enhance client satisfaction. Passionate about leveraging transferable skills in problem-solving, communication, and teamwork to continue growing in the IT field and contribute to organizational success.

Areas of Expertise

- System Installation & Maintenance
- Troubleshooting & Issue Resolution
- Requirement Gathering & Analysis
- Information & System Security
- Technical Support & Service
- System Integration & Migration
- Project Planning & Execution
- Software Configuration
- Customer Service
- Hardware Configuration
- Network Troubleshooting
- Reporting & Documentation

Education & Credentials

Associate Degree in Computer Technology (Currently Attending) | Central Carolina Technical College, Sumter, SC

ISC² Certified in Cybersecurity

ISC2 Member ID #1004178

CompTIA A+ Certification

Professional Development & Courses:

Physical & Logical Data Recovery at Digital Recovery BR - Goania, Brazil (Completed Training Program Teaching Data Recovery Methods for Physical & Logical Damages)

NASA Community College Aerospace Scholars Program – Mission 1

Per Scholas A+ Bootcamp Training

Technical Proficiencies

Tools & Technologies: Hardware/Software Troubleshooting & Repair, Linux, Microsoft Windows, Microsoft Office, Printers, Virtual Machines, Network Troubleshooting, Data Recovery

Career Experience

Surefire Tech LLC, Lugoff, SC

1999 to Present

Technical Operations Manager | President

Provide on-site IT services to B2B clients, delivering comprehensive support tailored to meet unique technological needs of businesses. Administer substantial volume of consumer PC work with reliable and efficient solutions for individuals seeking professional IT assistance. Install, customize, and resolve technical issues related to software and hardware components. Establish and strengthen enduring client partnerships through effective problem-solving, critical thinking and exceptional communication abilities.

- Optimized system security and performance by addressing dynamic needs.
- Created and managed portfolio of over 150 clients, consisting of small businesses and consumers.
- Developed and directed own business, providing comprehensive business IT support and services.
- Evaluated intersection of crucial business and IT requirements with procedural limitations to design robust roadmaps for optimal functionality.

Foxes Den Club Inc, Camden, SC

Bar Manager | Bartender

2003 to Present

Determine and manage par levels of stock to ensure business runs smoothly and efficiently 365 days a year. Configures and keeps pricing based on 20% pour cost across the board according to industry standards. Create signage and other materials for the bar to inform customers of specials, events, etc. Foster customer relationships spanning 21 years.