

# Joshua Hardesty

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**Education:** **Bachelors of Science, EE, Salt Lake Community College** *Fall '12 - Present*  
**Associates of Applied Arts, Audio Production** *March '08*  
**The Art Institute of Seattle**

**Work Experience:** **Tech Support, Harman, Sandy, UT** *February '12 - Present*

- Troubleshoot multiple devices offered by dbx.
- Document procedures for future use in troubleshooting assistance.
- Create RA's and part orders.

**Laborer, Industrial Air Flow Dynamics, USA** *September '11 - January '12*

- Assist with the demolition and reconstruction of expansion joints in combined cycle plants and coal plants.
- Maintain a safe work environment in compliance with the plants as well as IAFD.
- Operation of power tools, hand tools and pneumatic tools.

**Tech Support, Companion Corp. Midvale, UT** *October '10 – September '11*

- Troubleshoot multiple issues within various database programs.
- Software QA.
- Write technical notes for simple to complicated operations.
- Create RA's for defected products.
- Communicate with customers via email and telephone.

**Skills:** **Customer Service**

- Over 7+ years in customer service related jobs.
- Demonstrated multiple ways of meeting the customer's needs.
- Capable of learning new systems to meet the company and customer needs.
- 5+ years of management experience.

**Basic Skills**

- Knowledge of both Microsoft Windows (XP & 7) and Mac OSX operating systems, including permissions.
- 60 WPM and 10-key by touch.
- Microsoft Office.
- SAP & Salesforce

**Internship & Volunteer Work:** **Rock Church** *July '09 – May '12*

- Assisted with cleaning and livesound.

**Red Room Studio** *Sep. '07 – Dec. '07*

- Assisted Chris Common with multitrack productions.

**Salt Lake Christian Center** *2002 - 2005*

- Assisted with church live sound for Sunday morning and youth services.