

Joshua Lynch

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Northern Essex Community College

OBJECTIVE

Motivated Technology & Business student seeking an IT Helpdesk Support Internship where strong customer service skills, hands-on technical experience, and effective communication can support end users and IT operations.

EDUCATION

Northern Essex Community College

Associate degree, Technology & Business

Expected Graduation: **Spring 2028**

TECHNICAL EXPERIENCE

- Built and configured desktop computers for personal use and for others
 - Installed hardware components and performed basic troubleshooting
 - Comfortable working in **Windows and macOS** environments
 - Actively developing proficiency with **Microsoft 365 (Office)** applications
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WORK EXPERIENCE

Laborer / Truck Driver

Ace Cleanouts | 2022 – Present

- Delivered professional, customer-focused service while working directly with clients
 - Communicated clearly to understand customer needs and ensure satisfaction
 - Collaborated with team members to complete tasks efficiently and safely
 - Assisted with organizing equipment and tracking inventory
 - Demonstrated reliability, teamwork, and problem-solving in fast-paced environments
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SKILLS

- Customer Service
- Windows & macOS
- Microsoft 365 (Office)
- Hardware Setup
- Strong Communication Skills
- Team Collaboration