

# Joshua Hitchcock

[joshua.hitchcock@praux.com](mailto:joshua.hitchcock@praux.com)

313.204.3742



Redford, MI

**Microsoft Certified Database Administrator with a desire to see businesses thrive through better use and understanding of their data.**

## Education

2014 (Expected)

### Eastern Michigan University

Bachelor of Business Administration, Computer Information

2010

### Henry Ford Community College

Associate in Applied Science, Computer Information Systems

- Graduated summa cum laude.
- Course work
  - Developed VB.net applications that interfaced with SQL Server.
    - Created reports using Crystal Reports.
  - Created Oracle Database.
    - Generated reports using PHP and Crystal Reports.
    - Performed database upgrade from 10g to 11g.

#### Key Words

[created](#) [certified](#) [resolved](#) [data](#) [sql](#)  
[database](#) [hardware](#) [issues](#) [computer](#)  
[ncsa](#) [windows](#) [remote](#) [worked](#) [reports](#)  
[software](#)

#### Similar Resumes

Dearborn, MI

## Employment History

09/2011 - Present

### GreenPath Inc.

City, ST

Applications Programmer Analyst

- Identified and fixed bugs in production code.
- Resolved issues with production data using SQL scripts.
- Created reports for business needs using SSIS.
- Resolved issues with poor database performance.
- Maintained company's data warehouse.
- Created and maintained business logic diagrams using Visio.
- Administered SharePoint site.
- Administered OnBase solution.

02/2011 - 09/2011

### AVL

Plymouth, MI

Help Desk

- Prepared new computers for deployment to users.
- Upgraded and replaced hardware on notebooks and desktops.
- Tracked and resolved users problems using Web Help Desk.
- Supported users across the country using remote desktop software.
- Tested and reviewed options for Windows 7 deployment.
- Set up Cisco IP Phones.
- Deployed software to remote computers.
- Created and updated information in SharePoint sites.
- Updated and added information in Active Directory.
- Identified hardware malfunctions on users' machines.
- Developed reporting procedure for remote backup software.
- Resolved issues relating to deployment of a new software package.
- Removed viruses and malware from users' machines.
- I did something fantastic!

03/2009 - 06/2009

### IBM Global Services

Southfield, MI

Administrative Assistant (Temporary Work)

- Prepared company inventory for shipping.
- Entered data into company computer system.
- Created spreadsheets for data tracking and organization.
- Developed procedures for use of new company equipment.
- Worked in a team of three company employees to achieve targeted goals.
- Set and prepared locations for conference meetings.
- Assisted with categorization and shipping of confidential company files.

07/2002 - 11/2008

### Contractor Steel Company

Livonia, MI

Material Handler

- Inventoried and cataloged company assets.
- Trained new staff on company equipment.
- Tracked incoming and outgoing inventory.
- Worked with management on the purchase of new equipment.
- Responded to customer needs.

## Activities

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1990-1998

### **Boy Scouts of America**

Canton, MI

Eagle Scout

- Conceived and executed public service project.
- Managed a service project and a staff of volunteers.
- Participated in mentoring activities.
- Held various leadership positions in the local organization.

2006

### **Congressional District 15**

Redford, MI

Precinct Delegate

- Worked with other delegates to establish key issues relevant to state and local needs.
- Compiled agenda items for discussion at county, regional and state levels.
- Participated in voter mobilization.

## Skills

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- Languages
  - C, HTML, SQL, VB.net
- Software
  - Microsoft Office, Microsoft Access, Expression Web, Lotus Symphony
- Other
  - All Windows Operating Systems, Linux, Macintosh, Computer Hardware
- Certifications
  - MCITPro - Database Administrator 2008
  - MCTS - Sql Server 2008 Database Development
  - OnBase Certified System Administrator
  - NCSA SQL Certified
  - NCSA Certified Computer Hardware Technician
  - NCSA Certified Windows XP Professional
  - <http://www.ncsacademy.com/profileview.cfm?profile=3060986>

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