JOSEPH HOOKER
IT SUPPORT SPECIALIST, WEB DEVELOPER

Experienced IT support and web development professional with a strong background in software troubleshooting, system analysis, and user support. Proficient in diagnosing and resolving hardware and software issues across Windows 10/11 environments, managing Active Directory, and Visual Studio development workflows. Possesses expertise in Microsoft Office applications, ASP.NET Core MVC, and SQL databases, and is comfortable working in safety-sensitive roles, with attention to detail and compliance.

EDUCATION

MS, Computer Science
University of Arkansas – Little Rock
2020-Ongoing (2028 anticipated completion)
3.5 GPA

BA, Liberal Arts
Hendrix College
2003-2007
3.5 GPA, Hendrix Odyssey Scholar

SKILLS

• Web Design & Development (HTML, CSS, JavaScript, ASP.NET Core MVC (C#))
• SQL Database Management (with SSIS)
• Hardware & Software Installation
• Microsoft Office (Word, Excel, PowerPoint)
• Customer Service & Support

CONTACT

1501 Garland Ave
North Little Rock, AR 72116
901-491-4561
jcolehooker@gmail.com
LinkedIn
josephhooker.dev

EXPERIENCE

IT SUPPORT SPECIALIST & SOFTWARE DEVELOPER • ARKANSAS DEPT OF HEALTH   2023-*PRESENT*

• Maintained Windows 10 / 11 systems across departmental hardware.
• Resolved end-user hardware and software issues in a timely manner, ensuring minimal downtime.
• Worked with server & database teams to deploy ASP.NET Core MVC applications, utilizing SQL Server.
• Utilized diagnostic tools and software updates to resolve technical issues.
• Provided system support and software troubleshooting in a LAN-based help desk environment.

IT HELP DESK & PROGRAMMER • U.S. SMALL BUSINESS ADMINISTRATION (CONTRACTED THROUGH RP SERVICES)   2022-2023

• Provided technical support via phone, email, and service portal, ensuring customer satisfaction.
• Installed and configured software and hardware, including troubleshooting and resolving issues.
• Conducted software updates and system configurations to meet organizational needs.
• Restructured inventory system, improving organizational productivity.

LEAD PRODUCTION COORDINATOR • FEDEX OFFICE   2017-2022

• As team lead, mentored coworkers in a supervisory capacity on proprietary software and **Adobe Creative Suite**.
• Managed eCommerce print production jobs and led production teams.
• Liaised with technical support to solve **server and IT issues**.

TECHNOLOGIES

• **Programming & Scripting** – C#, Visual Basic, HTML, JavaScript, SQL, ASP.NET Core MVC.
• **Databases** – Microsoft SQL Server, SSRS, MySQL, PostgreSQL.
• **Reporting Tools** –SQL Server Reporting Services (SSRS), Business Objects (familiar).
• **Microsoft Office Suite** – Advanced user of Excel, Word, PowerPoint.
• **Troubleshooting** – Windows 10 & 11, PC Hardware/Software in LAN Environments.
• **Other Tools** – Active Directory, GitHub, Visual Studio, Microsoft 365, RDP.
• **Other** – Technical Documentation, Help Desk Support, Customer Support.