Joshua A. Zachorne

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Related Technical Projects

2001-2024   NATIONAL LUMBER COMPANY/BUILDERS FIRST SOURCE

Application Support Specialist   2021-2024

- IT helpdesk support for a location with 50 people.
- Set up new and upgraded computers/laptops for employees and trained users on various applications.
- Installed software and added printers.
- Set up accounts for new users in Biztrack and Active Directory.
- Assist staff in activation of Iphones and company email setup.
- Updated the phone system and reassigned phone numbers to users.
- Creater reports for managers from the Biztrack SQL database.
- Maintained Custom built software and the SQL databases that they used.

Applications Programmer   2009-2021

- Assisted in the implementation of a new ERP System (Biztrack) that impacted 500+ users over 10 locations.
- Worked with a contractor to create a job tracking system that was implemented company wide.
- Colaborated to create a program that updated Active Directory user data with user data from our ERP system to keep the data in sync and up to date, allowing user information in Outlook to remain current.
- Created a web based employee directory used to display key employee data on the company intranet.
- Created a webpage to showcase all of the dated stock items. This allowed sales staff to appropriately discount and move the remaining stock.
- Developed a leadtime tracking webpage tool for the sales staff and management to tell the turnaround time for specific services. This allowed sales staff to see how long it would take the estimating department to develop a quote for a follow up sales call, as an example.
- Created a webapp for the fleet department to track trucks and equipment maintenance schedule.
- Developed a variety of reports for management to analyse the data in the Biztrack ERP database.
- Manned the IT helpdesk which triaged all compliants and technical issues for the company.

Commercial Material Takeoff Estimator   2001-2009

- Created material estimates for sales and programmed models/assemblies using Timberline Estimating software.
- Documented policies and procedures and created a training manual for the estimating department.
- Stepped up to fill in as an assistant project manager when the team needed additional resources to meet the required deadline.

Technical Skills

Languages and Frameworks used: Java, C#, HTML, CSS, Javascript, Node.JS, SQL, ASP.Net, Express, Bootstrap, Jquery, React

Software used: Microsoft Office 365, Microsoft Project, Visio, MS Code, Windows OS, MSSQL, Linux, Crystal Reports, SpiceWorks, Git, Jira, MS Teams, Slack, VNC, RDP, Active Directory/LDAP

Education

Northeastern University   2010
        Bachelor of Science in Information Technology