Joseph McCollister

Information Technology

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Profile

As a dedicated IT professional with a year of hands-on experience, my passion for technology has driven me to consistently provide exceptional service to clients while maintaining an unwavering commitment to mastering the latest in cyber technologies. Every problem is an opportunity to grow, and I've made it my mission to build a solid foundation of knowledge, step by step. With each project, I continue to refine my skills, always eager to learn and deliver solutions that exceed expectations.

IT Experience

SQL w/ Linux (Unbuntu)

Ran the latest version of a Linux Distro (Unbuntu) inside a VirtualBox VM. Installed a SQL server and ran a status check to ensure the server was running properly. Created my own database and tables to insert important data with some knowledgeable SQL commands. Also using basic SQL to remove certain data from the relational database tables.

NMAP w/Kali Linux

Ran NMAP using Kali Linux. Used the ping command to receive a response from a device to make sure it is active and running. Completed a port scan to ensure both ports (443 and 80) were open under the IP address.

Active Directory (Windows)

Found users accounts to perform different tasks such as, unlocking accounts, editing the user's account, and password resets. Used Active Directory to check asset information to ensure everything is running as it should be. Used the attribute editor to review helpful information in regards to when the computer was last logged in and out, when the last password was set, and much more.

Certifications

JUL 2024 - JUL 2027	CompTia A+
DEC 2024 - DEC 2027	CompTia Network+
DEC 2024 - DEC 2027	CompTia Security+
FEB 2025	CCNA (February 2025)

Employment history

FEB 2024 - PRESENT — **IT Technician, Nuvision Unlimited**

- Resolved IT issues, enhancing system reliability and reducing downtime significantly.
- Developed software/hardware solutions that streamline operations, increasing efficiency.
- Maintained accurate IT asset inventory and documentation. Conduct regular system audits and ran tests, ensuring compliance with industry standards.

OCT 2024 - PRESENT — **Patient Administration, Houston Methodist**

- Coordinate patient records, ensuring accuracy and confidentiality.
- Streamline appointment scheduling, enhancing patient flow.
- Implement efficient billing processes, reducing errors and delays.
- Facilitate communication between departments, improving service delivery.
- Develop data-driven strategies for improving administrative workflows and reducing wait times.

OCT 2021 - JUN 2024

Patient Administration, Harris Health

- Managed patient registration, ensuring data accuracy and efficient insurance verification.
- Handled patient check-in, confirming medical records to improve data accuracy and patient flow.
- Processed payments, enhancing revenue collection efficiency through cash and electronic methods.
- Interacted with patients to address concerns, improving satisfaction with strong communication skills.
- Resolved patient issues with problem-solving skills, contributing to a smoother check-in process.

Education

AUG 2016 - MAY 2020

High School Diploma, Summer Creek High School

OCT 2024 - OCT 2026

Bachelor's Degree in Information Technology , WGU (December 2025)