

JOSIAH | ISLAS



IT SUPPORT | DESKTOP SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

IT Support professional completing an A.A.S. in IT/Web Development, with hands-on training in Windows OS support, hardware upgrades and repairs, system diagnostics, and networking fundamentals (TCP/IP, DNS, IP addressing). Brings 10+ years of experience in technology-driven warehouse operations — troubleshooting inventory system discrepancies, maintaining data accuracy, and documenting issues to resolution. Seeking an entry-level IT Support role with strong motivation to keep learning and grow within a technical team.

CORE SKILLS

Inventory & Warehouse: Cycle Counts, PO Verification & Receiving, WMS (Food-Star), RF Scanner Systems, FIFO Practices, Discrepancy Resolution, Replenishment & Put-Away

Clerical & Administrative: Record-Keeping, Invoice Filing, Data Entry, Report Compilation, Documentation

Computer Skills: Microsoft Office (Excel, Word, PowerPoint), Database Management, Windows OS

Programming/Web (A.A.S. coursework): PHP, MySQL, Python, C#, HTML/CSS

Tools: ShipStation, Shopify, VS Code, Git & GitHub

WORK EXPERIENCE

Warehouse Selector/Receiver – Performance Food Group, Rock Island, IL

Jan 2022 – June 2026

- Maintained inventory accuracy across a high-volume receiving operation by validating purchase orders and transactions within a warehouse management system (Food-Star WMS) as product was delivered.
- Investigated and resolved day-to-day discrepancies in inventory records and stock placement, identifying root causes and communicating issues to management in a timely manner.
- Performed replenishments, put-aways, and stock rotations, applying FIFO practices to maintain product quality and reduce waste.
- Created and maintained replenishment tags and records within the WMS, supporting accurate tracking of inventory movement.

Kit Technician – Hodge, Davenport, IA

Oct 2021 – Jan 2022

- Verified and validated outbound orders for an external client (John Deere), manually checking product and quantities against order specifications prior to shipment.
- Maintained high productivity and accuracy in a fast-paced, deadline-driven environment.
- Ensured proper handling and documentation of parts to meet quality and order-integrity standards

Material Handler – Ulta Beauty Distribution Center, Fresno, CA

May 2021 – Oct 2021

- Used an RF scanner system to accurately select, route, and validate products within a technology-driven workflow.
- Supported outbound operations by maintaining consistent inventory flow and resolving routing issues as they arose.

E-Commerce Associate – Pressed Juicery, Dinuba, CA

May 2018 – Jan 2020

- Processed and sorted online orders using ShipStation and Shopify, working directly within e-commerce and inventory software platforms daily.
- Conducted monthly inventory counts and reconciled data across warehouse systems for accuracy.
- Managed replenishment for 74 retail locations, coordinating data across multiple systems to maintain consistent stock levels.

EDUCATION

A.A.S. in IT/Web Development

Eastern Iowa Community Colleges | Expected Graduation: Fall 2026

High School Diploma

Mountain View High School | Graduated: 2014