JOSHUA FLEMING

IT SUPPORT AND SOFTWARE DEVELOPMENT

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Professional Profile

IT support professional with five years of Geek Squad experience and a background in management and customer service. Builds Python and web projects, combining practical troubleshooting with clear communication and an understanding of business needs.

Technical Skills

Python • JavaScript • HTML and CSS • SQL • Cloudflare Workers and D1 • Windows and Apple device support • Technical documentation

Selected Projects

Project Eli | Python AI assistant

- Developing a Windows assistant that connects local model inference, speech recognition, spoken responses, and persistent memory.
- Worked through microphone selection, repeated speech playback, and application responsiveness using iterative testing.

NexWeb | Business scheduling application

- Developing appointment, staff, and account workflows using JavaScript, Cloudflare Workers, and D1.
- Implemented availability checks, booking overlap checks, owner and employee access, and session handling.

Professional Experience

Best Buy / Geek Squad | Consultation Agent / Technical Support | 2019–2024

Diagnosed hardware, software, and connectivity issues; documented repair requests and explained solutions to customers. Supported Apple service workflows.

Waffle House | Third Shift Supervisor / Server / Grill Operator | 2015–Present

Handle overnight operations, resolve customer concerns, train coworkers, and prioritize competing responsibilities.

Royal Farms | Store Manager | 2024–2025

Managed staffing, scheduling, inventory, training, documentation, and operational escalations.

LL Flooring | General Manager | 2023–2024

Oversaw store operations, budgeting, staff development, and customer issue resolution.

Education and Training

South University | BS Information Technology | Expected October 2026

Software and Mobile Applications Development emphasis

Harford Community College | Associate Degree in Psychology

Apple hardware and service certifications; Mac and iOS repair training