

# JOEL ANDERSEN

St. Petersburg, FL

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## Education

*B.A. Humanities / May 2026*

Eckerd College, St. Petersburg, FL

*A.S. Computer and Information Technology / May 2023*

St. Petersburg College, St. Petersburg, FL

Relevant Coursework:

1 Intermediate Programming

2 Computer Programming Concepts

## Certifications & Licenses

*Microsoft Office Specialist:  
Microsoft Access 2016 - MSP4-sFav*

Fundamental understanding of the application's environment.

*Testout Network Pro -  
6-2C6-MSB8X*

Tests ability to perform real-world tasks using Windows operating system and common networking hardware.

*Google IT Support Specialization -  
6QDBYNBYNZT6*

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

*IBM Key Technologies for Business  
Specialization - Z89Y2CL8TTS6*

## Work Experience

*Help Desk Technician / September 2023*

Eckerd College ITS

- Respond to assistance requests via email and phone in a timely manner
- Assist the help desk department with maintaining hardware, such as imaging computers and resetting ipads
- Complete enterprise-level work by developing large-scale projects such creating a formal organizing system.
- Collaborate with ITS team to migrate Eckerd systems from VMware

*Junior Leader / June-July 2019*

Boyd Hill Nature Preserve

- Being a role model for young kids in a nature environment
- Assisting kids with help if needed and demonstrating responsibility

*Computer Policy Group Member / October 2025*

- Drafted and Developed policy propositions to improve campus technology.
- Evaluated and voted on proposed policy changes, contributing to informed, collaborative decision-making.

## **Leadership Experience**

Co-President of Eckerd Video Game Club / May 2024

- Lead weekly club meetings by setting agendas, facilitating discussions and coordinate activities for members.
- Collaborated with Tabletop Club to plan joint events and strengthen cross-club partnerships to strengthen participation
- Apply problem-solving and communication skills to address member concerns and positive group dynamics.

## **Volunteer Experience**

Eckerd Environmental Film Festival / Spring 2025

- Supported a test screening by coordinating setup and gathering audience feedback.
- Promoted the event by tabling on campus and distributing flyers to the local community to increase attendance.
- Applied strong communication & customer service skills while engaging with community members & Festival Guests