



# JOSHUA FABERA

Information Technology Instructor

## Contact

### Phone

989-439-0999

### Email

joshuafabera@gmail.com

### Address

609 Harrison Street, Bay City, MI 48708

### LinkedIn Profile

<https://www.linkedin.com/in/joshua-fabera/>

### Website

[www.JoshuaFabera.com](http://www.JoshuaFabera.com)

## Education

### AS Computer Networking

Delta College  
2010 - 2013

### BA Information Technology

Western Governors University  
2023 - 2024

## Achievements

- 2023 MI ACTE New Teacher of the Year

## Professional Experience

Aug 2021 - Present

### Instructor of Information Technology and Cybersecurity

*Saginaw Career Complex | 2102 Weiss Street, Saginaw, MI 48602*

- Teach and manage three distinct curriculum pathways simultaneously in a dynamic, student-centered classroom environment.
- Develop and implement comprehensive lesson plans aligned with industry standards and certifications.
- Maintain a strong industry presence in the program, incorporating advisory feedback, and actively participate in community outreach.
- Mentor students in competitive events such as Business Professionals of America (BPA), leading them to state and national recognition for four consecutive years.

Dec 2020 - Aug 2021

### Device Support Technician II

*MidMichigan Health | 4000 Wellness Dr., Midland, MI 48670*

- Installed, configured, and maintained desktops, laptops, printers, and other hardware across various departments.
- Provided Tier 2 support to resolve hardware and software issues, minimizing downtime for healthcare staff and ensuring operational continuity.
- Logged and tracked service tickets in the helpdesk system, documenting resolutions for future reference and team collaboration.
- Provided technical assistance both in-person and remotely to accommodate the needs of a large healthcare organization.

Jan 2017 - Nov 2020

### Technical Support Specialist

*Great Lakes Bay Health Centers | 501 Lapeer Ave., Saginaw, MI 48607*

- Provided mentorship and guidance to the team of technical support specialists, fostering a collaborative and efficient work environment.
- Installed, maintained, and troubleshoot hardware and software for desktops, laptops, and mobile devices across multiple locations.
- Provided one-on-one and group training sessions for staff on new technologies, software applications, and best practices.
- Resolved basic network issues, including connectivity, VPN, and wireless access problems, minimizing disruptions for end-users.
- Maintained a high level of customer satisfaction by providing prompt, professional, and empathetic support to end-users.

Oct 2014 - Jan 2017

### Desktop Support Specialist

*Covenant HealthCare | 1447 N. Harrison, Saginaw, MI 48602*

- Provided technical support for desktops, laptops, printers, and other peripherals, ensuring reliable functionality for healthcare staff.
- Delivered hands-on support to end-users, resolving issues with software applications, hardware, and system configurations.
- Responded to tickets and support calls, prioritizing tasks to meet organizational needs in a fast-paced healthcare environment.
- Collaborated with clinical and administrative departments to address specific technology needs and align IT solutions with operational goals.

# JOSHUA FABERA

Information Technology Instructor

## Certifications

### **AWS Certified Cloud Practitioner**

Amazon Web Services (AWS)  
Issued: June 2024 (Expires June 2027)

### **CompTIA Project+**

CompTIA  
Issued: April 2024

### **CompTIA Security+**

CompTIA  
Issued: January 2024 (Expires January 2027)

### **CompTIA Network+**

CompTIA  
Issued: December 2023 (Expires January 2027)

### **CompTIA A+ ce**

CompTIA  
Issued: February 2018 (Expires January 2027)

### **IC3 Digital Literacy Certification**

Certiport - A Pearson VUE Business  
Issued: April 2023

### **Information Technology Specialist**

Certiport - A Pearson VUE Business  
Issued: April 2023

### **ITIL Foundation Certificate in IT Service Management**

AXELOS Global Best Practice  
Issued: August 2023 (Expires August 2026)

### **Linux Essentials Certification**

Linux Professional Institute (LPI)  
Issued: April 2024

### **TestOut PC Pro**

TestOut Corporation  
Issued: April 2022

## Skills

- Adaptability
- Adobe Premiere Pro
- Canva
- Classroom Management
- Communication
- Computer Hardware Setup and Maintenance
- Curriculum Development
- HTML/CSS
- IT Troubleshooting and Support
- Leadership
- Microsoft Office Suite
- Public Speaking
- Server Administration
- Web Design
- Windows 7/10/11 Operating Systems
- WordPress CMS
- Videography

# JOSHUA FABERA

Technology Education

## References- Colleagues

### **Amanda Koch**

Special Populations Coordinator  
Saginaw ISD  
989-492-4663  
akoch@sisd.cc

### **Ann Marie Batkoski**

Business Partnerships Consultant  
Saginaw ISD  
989-233-6413  
abatkoski@sisd.cc

### **Ashleigh LaLonde**

Senior Cloud Engineer  
Ellucian  
989-475-3686  
ashleighlalonde@gmail.com

### **Crystal Dupuis**

Drama Director  
Merrill Schools  
989-395-2590  
dupuis@merrillschools.org

### **Jared Andres**

Engineering Instructor  
Saginaw Career Complex  
989-399-6231  
jandres@spsd.net

### **Joshua Little**

Principal/CEPD Director  
Bay Arenac ISD Career Center  
989-686-4770 ext. 3278

### **Karly Schmidt**

Graphic Arts Instructor  
Saginaw Career Complex  
989-399-6205  
kschmidt@spsd.net

### **Patrick Schultz**

Director of Membership & Technology  
Business Professionals of America  
989-714-7572  
pschultz@bpa.org

### **Taryn Perkins**

Physical Therapy Instructor  
Saginaw Career Complex  
989-399-6202  
tperkins@spsd.net

## References- Alumni

### **Alex Hergenreder**

Networking Graduate- 2023  
ahergenreder2005@gmail.com

### **Devin Estrada**

Cybersecurity Graduate- 2023  
devinestrada05@gmail.com