

## EDUCATION

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**Georgia Southern University**

Statesboro, GA  
2010 - 2016

**Bachelor of Science in Information Technology**

- › GPA 3.8
- › Completed 142 credit hours including courses in Data Communications, Web Design & Development, Systems Software, Database Design & Implementation, Information Storage & Management, Network Architecture, Network Security Fundamentals, Programming Principles, and Data Structures.

## CERTIFICATIONS

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**CompTIA A+**

August 2022

**Google IT Support**

Feb 2020

## EXPERIENCE

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**Personal IT Solutions**

Winston Salem, NC  
2022 — 2025

**IT Technician & Help Desk Agent**

- › Responsible for day-to-day operation of the Help Desk servicing tickets and client requests.
- › Administrate Microsoft 365 tenants and user lifecycle management via 365 admin portal.
- › Administrate basic Active Directory tasks and user lifecycle management for AD clients.
- › Create and implement backup strategies utilizing Acronis, MSP360, Backblaze, and OneDrive.
- › Troubleshoot hardware, software, network, and infrastructure issues for clients.
- › Provision & install structured cabling, networking/hardware infrastructure and end user devices including cell phones, laptops, desktops, printers, routers, switches, access points, et cetera.
- › Create and administrate basic networks utilizing subnetting, VLANs and other fundamental networking concepts.

**Chick-Fil-A**

Winston Salem, NC  
2022 — 2024

**Truck Unloader**

- › Rotate existing products on a first-in-first out basis
- › Destack pallets of new product and stock appropriately
- › Pull, manage, and organize frozen goods for day-to-day operations per Chick-Fil-A procedures.

**ViscoSoft, Inc**

Charlotte, NC  
2018 — 2019

**Production Assistant & Technical Support**

- › Assist creative team in the planning and execution of photo/video productions, including pre and post production.
- › Develop and implement data handling procedures.
- › Implement improved procedures for media asset management and archival.
- › Deploy and maintain ZFS based network storage.
- › Provision network hardware and macOS based hardware devices.