

Onsite IT Support Specialist

SUMMARY

Results-driven IT professional with a Bachelor's degree in Computer Networking and Cybersecurity. Relevant certifications I possess include CompTIA certifications in Security+ and Network+. I am seeking a challenging IT role that leverages my skills and knowledge, and provides opportunities for continuous learning and career growth.

EXPERIENCE

Regional MSP IT Technician, Sept 2024 - Now

- Tier 1 and Tier 2 support
- Administration with Google Admin Suite, Office 365, and Windows Domain Controller
- Remote management of different user desktops across different clients using RMM and NinjaOne
- Onsite support for a variety of different clients: independent schools, non-profits, and law firms
- Familiarity with Ruckus and Meter

Financial Technology Services Company – Kentucky, SOC Analyst, Jan 2024 - Jul 2024

- Use SIEMs ThreatLocker and CrowdStrike
- Manage application whitelisting
- Monitor unified audits and threats
- Work with NCR and ATM machines
- Verify endpoint installations

International IT Services & Support Company, IT Technician (Contract), Feb 2023 - Dec 2023

- Provides in-person IT support to warehouse and office workers for software, hardware, and network issues. Including troubleshooting and installation of applications and drivers
- Image and reimaged customer equipment such as laptops and desktops
- Help keep workstations compliant with security standards
- Coordinate with Help Desk and other support teams for issue resolution
- Document workflows and reports within the Jira Cloud environment

EDUCATION

Bachelor - Computer Networking and Cybersecurity

UNIVERSITY OF MARYLAND GLOBAL CAMPUS, Aug 2021 - Aug 2022 (Complete)

- GPA: 3.615

Applied Associate Science - Cyber Security

MONTGOMERY COLLEGE, Aug 2019 - May 2021

- GPA: 3.2

CERTIFICATIONS

CompTIA Security Plus, December 2022 - December 2025

CompTIA Network Plus, December 2022 - December 2025

SKILLS

- IT Support and Troubleshooting
- Customer IT Support
- Network Configuration and Maintenance

- Configuring firewalls, logic apps, SOAR
- Elastic SIEM Tools: Threatlocker and Crowdstrike
- Application Whitelisting
- Jira Cloud Documentation
- Software Installation and Maintenance