

# ANDRINE LASSITER

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## OBJECTIVE

Detail-oriented IT professional with CompTIA Security+ certification and 7 years of hands-on experience in hardware and software troubleshooting, end-user support, and network connectivity. Seeking the Corporate IT Support Helpdesk Intern position at RF-SMART to apply technical expertise and strong communication skills in diagnosing and resolving hardware, software, and network issues for internal employees.

## CERTIFICATIONS

- **CompTIA Security+** — Earned October 2024
- **Google Cybersecurity Professional Certificate** — Completed 2024

## EDUCATION

### Florida State College at Jacksonville — Jacksonville, FL

*Network Support Technician Certificate Program / Expected Completion: August 2026*

Relevant Coursework: CTS 1131C — Hardware Configuration, CTS 1133C — Software Configuration, CTS 1154C — Technical Support

### University of North Florida — Jacksonville, FL

*Bachelor of Science in Middle School Education (Mathematics & Science)*

## PROFESSIONAL AFFILIATIONS

- **Women in Cybersecurity (WiCyS)** — Active member and mentorship program participant
- **Black Girls Hack (BGH)** — Active member

## TECHNICAL SKILLS

Category	Skills
Hardware	PC assembly/disassembly, component identification, RAM and hard drive installation, power supply replacement, peripheral device configuration, printer maintenance and troubleshooting
Operating Systems	Windows (boot process, registry, Device Manager, Task Manager, Event Viewer, System Restore, MSCONFIG), macOS, Linux
Networking	TCP/IP, DHCP, IP addressing, LAN configuration, wireless network setup, patch cable creation, ping, telnet, SSH, Remote Desktop, network troubleshooting
Software & Tools	Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams, Forms), LanSchool Air, ticketing systems, command prompt, batch file scripting
Security	Network security fundamentals, virus identification, patch management, physical security, FERPA compliance, disaster recovery planning
Support Skills	End-user troubleshooting, help desk operations, device setup and deployment, documentation, password reset procedures, software updates

## PROFESSIONAL EXPERIENCE

### Middle School Mathematics & Science Teacher

Duval County Public Schools — Jacksonville, FL / 2018 – 2025

#### **Technical Support & IT Responsibilities:**

- Served as first point of contact for classroom technology issues, troubleshooting an average of 5–10 hardware and software problems per day across 6 class periods
- Monitored and remotely operated 30+ student devices simultaneously using LanSchool Air, managing screen sharing, application access, and device control from a central teacher workstation

- Guided 120+ students per semester through laptop software updates, Wi-Fi connectivity setup, and password reset procedures across multiple class periods
- Trained 120+ students annually on the Microsoft 365 suite including Word, Outlook, PowerPoint, Excel, Forms, and Teams for academic and collaborative use
- Diagnosed and resolved issues on 4+ industrial printers including toner replacement, staple cartridge changes, paper jam clearance, error code troubleshooting, and waste ink disposal
- Created and submitted 50+ IT support tickets over 7 years with detailed technical descriptions, escalating complex issues to appropriate district technology teams
- Rebooted and restored malfunctioning student devices to working condition, reducing classroom downtime by an estimated 15–20 minutes per incident
- Maintained 100% compliance with FERPA regulations for student data privacy and security across 7 years of service

#### ***Teaching & Communication:***

- Communicated complex technical and academic concepts to diverse audiences of 1,000+ students, parents, and administrators over 14 years of teaching from varied backgrounds, age groups, and skill levels
- Managed classroom environments of 25–30 students per period across 6 daily periods, demonstrating patience, adaptability, and conflict resolution with individuals exhibiting a range of behaviors
- Documented performance data for 120+ students per semester using district platforms (TEAMS, Performance Matters), ensuring accurate record-keeping and data-driven decision making
- Collaborated with cross-functional teams of 10–15 educators, administrators, and IT staff to implement technology solutions and improve instructional outcomes

#### **RELEVANT COURSEWORK PROJECTS**

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- **PC Build & Configuration** — Disassembled and reassembled a computer, verified operation, and designed a system build based on specific use-case requirements
- **Network Lab** — Built a small network connecting PCs, printers, and switches; created and tested network patch cables; configured secure wireless connectivity
- **Windows Administration** — Managed files and folders via command prompt, configured system utilities (MSCONFIG, Device Manager, Event Viewer), and created batch files
- **IoT & Mobile Configuration** — Configured IoT devices and mobile devices for enterprise and personal use environments
- **Disaster Recovery & Change Management** — Developed a disaster recovery plan and change management plan for an IT environment