

EDUCATION | CERTIFICATIONS**Gannon University | Erie, PA**

Expected Graduation - May 2029

Bachelor of Science (B.S.) in Cybersecurity

CERTIFICATIONS: CompTIA Security + (04/2025), Cisco Certified Support Technician (CCST) **Cybersecurity** (05/2024), CCST Networking (05/2025), CCST IT Support (05/2025), Lenovo Qualified PC Service Technician (10/2024), HP Service Qualification (10/2024)**WORK EXPERIENCE****Gannon University – ITS Department | Erie, PA**

November 2025 – Present

Desktop Support Student Technician (*Internship*)

- Provide **frontline technical support** to students, faculty, and staff across campus; **diagnose** and **resolve hardware, software**, and **network issues** through in-person support and ticket queues
- Image, reimagine, and wipe Windows devices using enterprise deployment tools; ensure secure, policy-compliant provisioning of university-owned equipment
- Support **classroom technology** across academic buildings, including projectors, smart boards, A/V setups, podium PCs, and lecture hall systems; respond to urgent classroom outage calls
- Assist with **hardware deployments, office moves, and workstation setups**, including cable management, device configuration, network connection verification, and peripheral installations

Amergis Healthcare Staffing | Columbia, MD

June 2025 – August 2025

Desktop Support Specialist (*Internship*)

- Imaged, deployed, and configured end-user devices across **70+ offices nationwide**, supporting **10,000+ employees**; supported ongoing hardware refreshes and in-office setups with minimal disruption to staff workflows
- Resolved technical support tickets using **ServiceNow**; managed assets and endpoints using **Microsoft Intune, Active Directory, and Absolute** to maintain a secure and compliant IT environment
- Ensured compliance** with company **security policies** and endpoint standards during device provisioning, contributing to a secure enterprise environment

DALY Computers Inc. | Baltimore, MD

May 2024 – November 2024

IT Operations & Device Support Lead Specialist (*Internship*)

- Oversaw processing of **80,000+ devices**; managed scanning, testing, cleaning, repairs, and shipping. Achieved a **99% accuracy rate** in tracking, repair records, and inventory organization
- Managed 100+ interns**; optimized workflow efficiency and quality control across device handling operations
- Supported **IT infrastructure deployments** at Morgan State and Bowie State Universities, configuring networks and installing **500+ devices** across new academic facilities to ensure full operational readiness
- Led allocation and logistics for **50,000+ student devices** across Baltimore City schools; maintained real-time inventory updates in Excel, **reducing discrepancies by 15%** and **improving school IT readiness by 30%**
- Installed and configured **50+ laptops and desktops** weekly at client sites for schools and government offices, providing **on-site tech support**, including **imaging, domain integration, and issue resolution** to ensure seamless device deployment

Asurion | Baltimore, MD

December 2024 – June 2025

Field Technician (Part-time)

- Provided in-home technical setup and support for **smartphones, tablets, laptops, and smart home devices**, contributing to a consistent **100% customer satisfaction** score across **300+ service visits**
- Diagnosed and resolved a wide range of tech issues, including **network connectivity problems, software bugs, and hardware malfunctions**. Achieved a **98% first-time resolution rate** while maintaining professional and effective communication with clients
- Recognized by leadership as the **most improved team member** after rising from the lowest sales rank to the **top-performing technician** in the **entire Baltimore market**, demonstrating exceptional growth, initiative, and dedication

SKILLS

Help Desk Operations, Ticketing Systems (ServiceNow, InvGate), System Administration (User accounts, permissions, MFA support), Microsoft Intune, Endpoint Management, Active Directory (AD), Domain Integration, Network Configuration (routers, switches, VLAN basics), Workstation Deployment & Imaging, Troubleshooting (hardware, software, network), Classroom Technology Support (A/V systems, projectors, podium PCs), A/V Troubleshooting (HDMI, display scaling, audio routing), Hardware Diagnostics & Repair, Wi-Fi & Ethernet Troubleshooting, Office/Equipment Moves & Workstation Setup, Technical Documentation, Inventory & Asset Management, Remote Support Tools, Network Testing Tools (Ping, Traceroute, ipconfig/ifconfig, netstat)