Anthony Campbell

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LinkedIn | Github

EDUCATION

University of Wisconsin-Milwaukee | M.S. in Information Science & Technology — Expected December 2026
University of Wisconsin-Milwaukee | Graduate Certificate in Artificial Intelligence & Machine Learning — Expected December 2026
University of Wisconsin-Milwaukee | B.S. in Information Science & Technology — Graduated May 2024
Vincennes University | A.S in Cybersecurity — Graduated May 2021

WORK EXPERIENCE

Help Desk Consultant | Milwaukee, WI | Hybrid — September 2025 – Present
University of Wisconsin-Milwaukee

- Utilized ITSM platforms (Ivanti) to analyze support patterns, identify systemic faults, and contribute to system reliability engineering efforts.
- Troubleshot cloud-based services across Microsoft 365, including Teams, SharePoint, and OneDrive, resolving syncing errors, access issues, and file-sharing problems.
- Built automated scripts that reduced repetitive support tasks and cut personal ticket workload by over 70 percent, improving response times and efficiency.
- Managed identity access and account provisioning for students, faculty, and staff, including MFA setup, password resets, directory updates, and new-account onboarding.
- Administered user permissions across campus systems (AD, email, VPN, learning platforms) to ensure secure and accurate access.
- Identified recurring issues through pattern analysis of ticket trends and created documentation that reduced repeat incidents across the organization.

Digital Operations Specialist | Chicago, IL | Remote — August 2025 – Present
DAWK LLC

- Built a WordPress website using a modern template to help the company increase customer engagement for insurance restoration projects.
- Designed a contact and quote request form that collects project details and sends automated email notifications to DAWK staff.
- Recorded client submissions in Excel and organized project information for internal tracking and follow up.
- Implemented a MySQL database to store structured client and property data for future reporting and intake improvements.

AI Platform Support Engineer | Milwaukee, WI | Remote — August 2025 – December 2025
eGalvanic

- Automated the migration of the internal knowledge base from Freshdesk to DevRev, reducing ticket volume by up to 50 percent and improving response efficiency.
- Created insights for leadership by breaking down user activity and platform behavior, helping guide decisions around product improvements and future roadmaps.
- Collaborated with executives to interpret data and present recommendations that improved customer workflows.
- Analyzed client feature-usage patterns with SQL to understand engagement trends and identify opportunities for product optimization.
- Delivered live demos and technical tutorials for electricians on how to use the company's web and mobile platforms, ensuring smooth onboarding and consistent field adoption.

Information Technology Trainer | Milwaukee, WI | Onsite — September 2024 – April 2025
Serving Older Adults

- Trained faculty, staff, and community members on cybersecurity best practices, including VPN setup, phishing detection, remote-access threats, and safe browsing habits.
- Designed and delivered clear, accessible training materials and workshops that improved learning retention and user confidence.
- Taught Computer Essentials courses for older adults with a 100 percent attendance and graduation rate, reinforcing core digital literacy and independent technology use.
- Supported device setup, configuration, and troubleshooting across Windows, macOS, iOS, Android, and commonly used productivity applications.

Student Help Desk | Vincennes, IN | Hybrid — August 2019 – May 2021
Vincennes University

- Resolved technical issues with Windows and macOS systems, including operating system errors, software crashes, updates and configuration problems. Supported users with Microsoft Office 365, campus-specific applications, and VPN connectivity.
- Provided hardware support for printers, lab computers, and classroom, handling driver installations, printer queue errors, peripheral device issues and basic hardware diagnostics.
- Troubleshoot network connectivity issues such as Wi-Fi logic failures, IP conflicts, and slow network performance, often escalating to higher level networking staff when necessary.

LEADERSHIP & ENVOLVEMENT

Northwestern Mutual Data Science Institute | Member | Aug 2025 – Present
National Society of Black Engineers (NSBE) | Member | Jan 2025 – Present

UWM Track & Field | Athlete | Aug 2021 – May 2025 .

SKILLS

Programming & Development: Java | C# | JavaScript | Python | PHP | HTML/CSS | Bootstrap | Django | REST APIs | XML/JSON | Object-Oriented Programming | Git/GitHub

Data & Analytics: SQL | MySQL | Pandas | Tableau| Excel | ETL Pipelines | Data Cleaning & Validation | Data Visualization

Cloud, Systems & Security: Microsoft 365 (Teams, SharePoint, OneDrive) | Identity & Access Management (IAM) | MFA Setup | Network Troubleshooting | Cybersecurity Fundamentals | VPN Configuration

Tools & Platforms: Ivanti Neurons| Slack | Freshdesk | DevRev | Scripting & Automation