

# OAnthony Campbell

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## 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 <i>University of Wisconsin-Milwaukee</i>	September 2025 – Present
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- Used Ivanti Neurons to create, document, and track support tickets, ensuring accurate logging and timely resolution of technical issues.
- Troubleshoot 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.
- Delivered in-person and remote support for software, hardware, and network issues, providing clear guidance and effective technical solutions.
- Identified recurring problems and documented resolutions to improve troubleshooting workflows and reduce repeat incidents.

AI Platform Support Engineer   Milwaukee, WI <i>eGalvanic</i>	August 2025 – Present
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- Automated the migration of the internal knowledge base from Freshdesk to DevRev, reducing ticket volume by up to 50 percent and improving response efficiency.
- Used SQL to analyze client activity logs, track last platform usage, and identify feature-usage patterns that informed product improvements.
- Built Tableau dashboards to visualize ticket trends, platform usage, and operational efficiency, giving leadership clearer insights and faster data-driven decisions.
- 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.
- Collaborated directly with stakeholders and executive leadership to identify platform gaps, refine workflows, and recommend feature improvements.

Information Technology Trainer   Milwaukee, WI <i>Serving Older Adults</i>	September 2024 – April 2025
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- 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 <i>Vincennes University</i>	August 2019 – May 2021
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- 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.

## PROJECTS

Clinical Data Warehouse <i>University of Wisconsin-Milwaukee</i>	
	<ul style="list-style-type: none"><li>- Built a Python role-based desktop application using Tkinter to manage patient health records and user access across Clinician, Nurse, Admin, and Management roles.</li><li>- Developed CSV-driven data pipelines for patient, credentials, and visit data using Pandas to handle read/write operations and input validation.</li><li>- Designed a modular system architecture (<code>ui_app.py</code>, <code>patient.py</code>, <code>user.py</code>, <code>utils.py</code>) to improve maintainability and code reuse.</li></ul>

**NBA Top 75***Personal Project*

- Used Python to clean and preprocess raw player data, convert it to JSON, and validate the data structure for accuracy.
- Scrapped player statistics and historical data from multiple online sources using Python to gather raw datasets.
- Developed a modern, responsive website using HTML, CSS, Bootstrap, and JavaScript to display player stats, teams, and achievements interactively.

**LEADERSHIP & ENVOLVEMENT**

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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

- School Record Holder (Long Jump), 3x Horizon League Champion, Top 25 NCAA National Ranking.
- Developed leadership, teamwork, and time management skills balancing athletics and academics at a high level.

**SKILLS**

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**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 | Power BI | 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 | Freshdesk | DevRev | Scripting & Automation