Anthony Campbell

rashadcamp2001@gmail.com | (618) 514 7303 | Milwaukee, WI
LinkedIn | Personal Website

EDUCATION

University of Wisconsin-Milwaukee | M.S. in Information Science & Technology   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

EXPERIENCE

Help Desk Consultant | Milwaukee, WI   September 2025 – Present
University of Wisconsin-Milwaukee
- Provided first-line technical support to students, faculty, and staff across campus, resolving issues related to Windows, macOS, and mobile platforms.
- Delivered in-person and remote support for hardware, software, and network connectivity problems.
- Assisted with password resets, account access, and troubleshooting of university systems including email, VPN, and campus learning platforms.

AI Platform Support Engineer | Milwaukee, WI   August 2025 – Present
eGalvanic
- Spearheaded knowledge base migration from Freshdesk to DevRev, increasing automation, reducing manual effort, and improving knowledge accessibility for both engineers and end users.
- Trained electricians on how to upload facilities and client sites into the web platform, enabling smoother onboarding and adoption of digital workflows.
- Collaborated with cross-functional teams by logging and tracking bugs, feature requests, and compliance concerns in Freshdesk.

Information Technology Trainer | Milwaukee, WI   September 2024 – April 2025
Serving Older Adults
- Supported device setup, system configuration, and troubleshooting across Windows, macOS, mobile devices, and commonly used applications, ensuring users could navigate technology independently.
- Educated clients on cybersecurity best practices, including recognizing phishing emails, scam websites, and fraudulent phone calls, to promote safe and secure technology use.
- I taught a Computer Essentials class with a 100% attendance and graduation rate, reinforcing core digital literacy skills and successful learner outcomes.
- Designed and delivered easy-to-follow training materials and workshops, improving both efficiency and knowledge retention.

Student Help Desk | Vincennes, IN   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.

EXTRACURRICULARS

Google Developer Student Club – UWM | Member | Aug 2025 – Present
Division 1 Athlete – UWM | Aug 2021 – May 2025
National Society of Black Engineers (NSBE) | Member | Jan 2025 – Present

SKILLS

Python (Advanced) | Java (Advanced) | JavaScript (Intermediate) | C++ (Beginner) | HTML | CSS | Node.js | Django | Bootstrap | mySQL | XML | JSON | RESTful APIs | OOP | UI/UX Design | Agile/Scrum | Git/GitHub | IntelliJ IDEA | Pandas | Matplotlib | PyTorch | Machine Learning | Scripts | Windows | macOS | Active Directory | Network Troubleshooting | Ticketing Systems (Freshdesk, ServiceNow)