Anthony Campbell

rashadcamp2001@gmail.com | (618) 514 7303 | Milwaukee, WI
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 — September 2025 – Present
University of Wisconsin-Milwaukee

- Used Ivanti Neurons to create, document, and track support tickets, ensuring accurate logging and timely resolution of technical issues.
- 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.
- 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 — August 2025 – Present
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.
- Used SQL to analyze client activity logs, track last platform usage, and identify feature-usage patterns that informed product improvements.
- 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 — 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 — 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.

PROJECTS

Clinical Data Warehouse
University of Wisconsin-Milwaukee

- Built a Python role-based desktop application using Tkinter to manage patient health records and user access across Clinician, Nurse, Admin, and Management roles.
- Developed CSV-driven data pipelines for patient, credentials, and visit data using Pandas to handle read/write operations and input validation.
- Designed a modular system architecture (ui_app.py, patient.py, user.py, utils.py) to improve maintainability and code reuse.

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.
- Scraped 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

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), 3× Horizon League Champion, Top 25 NCAA National Ranking.
- Developed leadership, teamwork, and time management skills balancing athletics and academics at a high level.

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 | 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