

Sophia Chen

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202-999-1111

Washington DC

Summary

Highly motivated and enthusiastic IT professional with foundational knowledge in networking principles and troubleshooting. Eager to begin a career as a Networking Engineer, applying strong analytical skills and a passion for technology to support and maintain network infrastructures. Quick learner with a commitment to continuous improvement and delivering reliable IT solutions.

Experience

IT Support Technician (Internship) Capitol City Solutions Washington DC 2024 - Present

- Assisted in the configuration and deployment of network devices, including routers, switches, and wireless access points under supervision.
- Performed basic network troubleshooting for connectivity issues, including IP address conflicts and cable faults.
- Documented network inventory and assisted with cable management in server rooms.
- Provided end-user support for network-related problems, escalating complex issues to senior technicians.
- Learned about different network protocols such as TCP/IP, DNS, and DHCP in a practical environment.

Help Desk Assistant Georgetown University IT Department Washington DC 2023 - 2024

- Provided first-level technical support for students and faculty, resolving issues related to network access and Wi-Fi connectivity.
- Assisted with software installations and basic hardware troubleshooting.
- Managed user accounts and password resets.
- Maintained accurate records of support requests using a ticketing system.

Education

Bachelor of Science in Information Technology Georgetown University Washington DC
2025 (Expected)

Certifications

CompTIA A+ CompTIA Network+ (Expected - Studying for Exam)