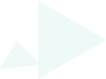
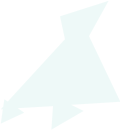
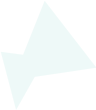
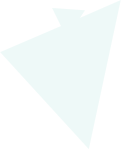
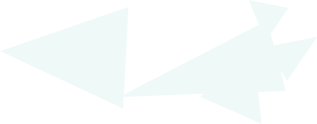
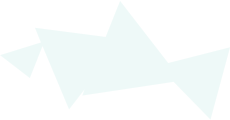
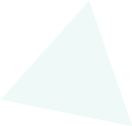
Breanna Dubbs



### IT Professional



Versatile and enthusiastic technology individual eager to grow and take on more responsibility. My desire is to leverage my IT experience in the technology sector and apply it to the next organization with growth opportunity and challenging work. A position in technical, end- user, and infrastructure support is highly desired.

[danudubbs@gmail.com](mailto:danudubbs@gmail.com) 770-807-9186 Henderson, NV

# WORK EXPERIENCE

## Technical Support- Field Engineer

### TranUSA, LLC

*01/2020 – 06/2021*

*Buford, GA*

# SOFT SKILLS

Passionate Goal-oriented High communicator

Quick learner Courteous demeanor Dedicated

*IT Service ﬁrm based providing ad-hoc technical support, project management, platform implementations, and end-user training.*

*Achievements/Tasks*

Troubleshoot end user related hardware, software, network, and platform related issues.

Conﬁgure PC devices with Windows 10 and perform post installation conﬁguration and updates.

Perform ad-hoc requests from IT Director related to infrastructure support including platform documentation, network issues, and hardware conﬁgurations.

Provide in-person, phone, and remote support to end users including password resets, network connectivity, etc.

## IT HelpDesk Technician

### NanoLumens, Inc

**CERTIFICATIONS**

CompTIA A+ Professional

CompTIA Network+ Professional

# TECHNICAL SKILLS

**Microsoft O365 Cloud/Hybrid Environments** ADFS/Azure AD Connect/Microsoft Teams/Sharepoint, OneDrive for Business, Multi-Factor Authentication (MFA)

#### Systems Administration

Build and design Active Directory including organizational units, security groups, user accounts, email addresses, password management.

*08/2018 – 01/2020 Peachtree Corners, GA*

*Leading LED display manufacturer specializing in large format applications. Work directly with the IT Director learning the in's and out's of working in IT support from helpdesk to systems administration.*

*Achievements/Tasks*

Conﬁgure domain controllers, DNS servers, ﬁle servers, and print servers in a Windows 2016 server environment.

Create and deploy system images for Windows 7/8.1/10 client workstations (laptops and desktops) using Veeam endpoint protection.

Conﬁgure network printers on a print server to enforce printing restrictions such as B&W only, double-sided, etc.

Troubleshoot end user related hardware, software, network, and platform related issues.

Support users in Microsoft Oﬃce Suite (Outlook, Skype, Word, Excel, PPT, Visio).

Utilize SpiceWorks IT Helpdesk ticketing system to log, track, escalate, and resolve tickets.

Assist users with conﬁguring email on mobile devices (Android and iOS).

*Contact: Tony Tran | IT Director – 678.263.3088 |* [*ttran@nanolumens.com*](mailto:ttran@nanolumens.com)

# EDUCATION

## Cyber Security- Bachelor’s Degree

### Middle Georgia State University

*08/2021 – Present Macon, GA*

## Cyber Security- Associate’s Degree

### Gwinnett Technical College

#### Windows Server Environments

Conﬁgure ﬁle server, create public vs private network shares, set sharing & security permissions and associate with security groups in AD. Conﬁgure Print servers adding printer devices & drivers.

#### HelpDesk Support

Communicate with users via phone, email, remote screen sharing (TeamViewer, Remote Desktop Connection).

#### Hardware Platforms

HP/Dell/Lenovo/Microsoft laptops, desktops, and tablets; servers, firewalls, Cisco VoIP Phones

#### Software Platforms & Operating Systems

Microsoft Oﬃce 365/2016 Suite, Windows Server 2012/2016, Windows 7/8.1/10, Veeam, PA FileSight, SolarWinds, VMware, Salesforce, Kali Linux



# UPCOMING CERTIFICATION

# Microsoft Azure Fundamentals scheduled for 08/07/2021

*05/2018 – 05/2020 Lawrenceville, GA*