

# ANTHONY ALLEN

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Motivated IT professional with a passion for problem-solving and customer support. Recent graduate of Forsyth Technical Community College with an Associate's degree in IT - Computer Programming and Software Development, with a strong foundation in troubleshooting, networking, and modern software development practices. Seeking an entry-level role in IT to apply technical skills, support end-users, and troubleshoot issues in a professional setting. Known for excellent communication, drive, attention to detail, and an eagerness to learn.

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## EXPERIENCE

### CAPSTONE PROJECT

Forsyth Tech Comm. College | Winston-Salem, NC

JANUARY 2025 – MAY 2025

Working collaboratively with over 50 peers in the graduating IT class to design, develop, and implement a retail website.

- Analyze system specifications to architect a deliverable product.
- Implement development environments using GitHub Codespaces and VS Code – Dev Containers.
- Document build procedures for environments on GitHub (*View full codebase: <https://github.com/Cyber-Kaeh/elevate-retail>*)
- Implement a containerized MSSQL instance in Docker for the test database while maintaining parity with the production database.
- Troubleshoot errors or issues related to installation, environments, deployments, dependencies, database connections, or general IT-related problems for all teams.
- Implement efficient, security-first coding practices using Python's Flask framework, SQL-Alchemy, Werkzeug, and CSRF protection tokens.
- Create an intuitive and responsive front-end using Bootstrap 5, Jinja templating, and AJAX methodology.

### WEB APP DEVELOPER - INTERN

Forsyth Tech Comm. College | Winston-Salem, NC

FEBRUARY 2024 – JULY 2024

Working on a small team of student interns under the supervision of a senior software developer to create a statistical calculator for the school's math department.

- Draw from prior knowledge of basic HTML/CSS to create a visual interface for testing statistical calculations.
- Learn JavaScript to leverage the math.js library, allowing for fast processing of complex mathematical computations
- Work independently or with a small team to deliver functional code in a small window of time.

### RETAIL SUPERVISOR

Gabe's | Lexington, NC

SEPTEMBER 2024 – MARCH 2025

Working in a high-volume retail outlet store to deliver support, value, and assistance to customers as well as team members.

- Lead and manage store associates, ensuring seamless daily operations and exceptional customer experiences.
- Resolve escalated customer issues and provide equitable solutions.
- Troubleshoot point of sale systems, hand-held devices, office computers, and printers. Escalating to the company helpdesk ticketing system if necessary.
- Execute strategic plans to minimize shrinkage and enhance operational efficiency
- Successfully perform opening and closing functions, including cash office execution and alarm resolution during and after hours.

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# EDUCATION

## ASSOCIATE OF APPLIED SCIENCE IN IT, COMPUTER PROGRAMMING & SOFTWARE DEVELOPMENT

Forsyth Technical Community College

MAY 2025

- GPA 4.0
- Distinguished member of the President's List
- Relevant coursework: Python Programming, Networking Foundations, Database Management, Security Concepts, Ethics in High Technology, Systems Design and Analysis

## MICROSOFT CERTIFIED: AZURE DATA FUNDAMENTALS (DP-900)

Credential ID: ID65ED49149EED2F | Certification number: 20AECR-FA8560

FEBRUARY 2025

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# PROJECTS

## VIRTUALIZATION SERVER

Implementation of Proxmox PVE 8 on a retired enterprise desktop computer. Despite being limited to a 4th-generation i7 processor, it easily hosts a combination of around eight separate virtual machines and LXC containers. Currently managing self-hosted instances such as Nextcloud private cloud, and Kasm Workspaces (ephemeral desktops or appliances based on Docker).

## HOME NETWORK

- Router and switch management to provide network segmentation
- Self-hosted Twingate connector to provide safe remote connections without port-forwarding
- DNS Sinkhole provided by self-hosted AdguardHome

## PERSONAL WEBSITE

Design, implement, and deploy a personal website with a clean UI/UX and mobile-first responsiveness. Currently re-designing the back-end with Django to support a blog.

- Vue3 and Bootstrap 5
- Hosting provided by Hostinger.com
- CI/CD with GitHub Actions
- Version control with Git

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# SKILLS

Foundational knowledge in core computing concepts, networking, virtualization, cloud computing, and cybersecurity. Proven ability in communication, leadership, collaboration, professionalism, and personal development.

- Windows Home/Pro/Server
- Microsoft 365
- Microsoft Teams
- RDP/VNC Remote connections
- VS Code
- SQL
- SQL Server, SSMS
- Python
- IoT
- Linux (Fedora, Debian)
- Proxmox PVE
- Shell Scripting (Bash)
- VI, VIM, Nano
- Docker
- Git
- GitHub
- Java
- JavaScript/HTML/CSS