
Anthony Allen

Linwood, NC, <https://www.linkedin.com/in/anthony-allen/>

SUMMARY

Motivated IT student with a passion for problem-solving and customer support. Currently pursuing an Associate's degree in IT - Programming and Software Engineering, with a strong focus on cybersecurity and troubleshooting. Seeking an entry-level role as an IT Specialist or Help Desk Technician to apply technical skills, support end-users, and troubleshoot issues in a professional setting. Known for excellent communication, attention to detail, and an eagerness to learn.

EDUCATION

Forsyth Technical Community College, Winston-Salem, NC

Associate in Applied Science, IT – Programming and Software Engineering

Expected May 2025

GPA: 4.0

Related Coursework: Security Concepts, Networking Fundamentals, SQL Programming

EXPERIENCE

Smoke Pit, Salisbury, NC

Line Cook

February 2023–Present

- Working Salisbury's busiest BBQ restaurant 25+ hours/week while maintaining full course load at Forsyth Tech.
- Maintained high-level customer service in a fast-paced environment while managing multiple tasks efficiently.

Gildan Yarns, Salisbury, NC

Machine Operator

February 2020–October 2022

- Kept carding machines operating at peak efficiency at a textile mill.
- Diagnosed and corrected mechanical issues, ensuring smooth operations.
- Assisted others or helped in various other duties as needed.

Love's Travel Stops, Salisbury, NC

Assistant General Manager

January 2017–November 2019

- Monitored inventory and re-ordered food or supplies as needed using merchant web applications along with the store's inventory management programs.
- Kept shift running smoothly with excellent customer service and team leadership.
- Troubleshoot point-of-sale devices and store desktops when technical issues arose.
- Assisted team members in cleaning and stocking duties, then coordinated with the next shift to ensure operations were in place to achieve daily goals.

VOLUNTEER ACTIVITIES

ITP (Information Technology Professionals) Club, Winston-Salem, NC

Club Member

August 2023–Present

- Meet monthly to learn about and discuss IT topics such as AI, cybersecurity, and programming.
- Meet weekly during the months when competitions are scheduled to prepare for cybersecurity challenges, either administered by a third party or in direct competition against other schools.
- Occasional social events to network with industry professionals and peers.

SKILLS

Proficient in: Windows OS, Microsoft Office 365, Microsoft Teams, Zoom, Linux (Fedora, Debian), Armbian OS, Python, SQL, Troubleshooting hardware and software issues, Networking basics, Help Desk ticketing systems, Remote Desktop tools, Printer and peripheral management.