

# Dimitry M. Morvant, III

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## **IT SUPPORT TECHNICIAN**

Motivated IT professional with hands-on experience in troubleshooting, system accuracy, software environments, and user support. Strong foundation in hardware, operating systems, and process-driven problem solving. Brings a customer-focused mindset, excellent communication skills, and the ability to keep technology running smoothly in fast-paced environments. Louisiana Army National Guard veteran, currently completing a BS in Computer Science with multiple IT-related certifications.

## **CORE SKILLS**

Technical Support • Hardware and Software Troubleshooting • Windows/Linux/CLI Environments • Customer Service • Documentation • Equipment Setup and Maintenance • Networking Fundamentals • Confidentiality

## **EDUCATION**

M.S., Financial Planning — American College of Financial Planning (2024)  
B.S., Computer Science — Western Governors University (Expected 2026)  
B.S., Environmental Management Systems — Louisiana State University (2015)

## **RELEVANT EXPERIENCE**

### **Call Center and Data Support — Morrison Healthcare (2023–Present)**

- Supported clinicians and staff by resolving workflow and system-related issues.
- Maintained accuracy of digital and physical data records.
- Produced scheduled reports and improved documentation processes.

### **Online Sales and Other Startup R&D Projects— (2020–2023)**

- Managed digital listings, customer communication, and technical product evaluations.
- Tested electronics, maintained equipment organization, and improved workflow efficiency.
- Self-hosting several web domains, User Experience/Interface & Back-end Development, Data Management.
- AI & IoT Development and Integration. GitHub, HuggingSpace, Virtual Compute, API, and other SaaS integration systems.

### **Environmental & Data Technician Roles (2015–2020) 9**

- Operated specialized software to analyze system imagery and structural data.
- Assisted with equipment setup, calibration, and troubleshooting in field environments.
- Documented findings with high attention to detail.
- Operated field sensors and equipment reliably across technical and industrial projects.
- Managed safety, documentation, and precision-based tasks in demanding conditions.

## **RELEVANT CERTIFICATIONS**

CompTIA A+ • CompTIA ITF+ • Google IT Support Certificate • Google Cybersecurity Certificate • Google Data Analytics Certificate • Lean Six Sigma Yellow Belt • OSHA-10 • Scrum Foundation • NCCER Certifications • R Programming & SQL with Big Data Certification • Over 320 College Credits