

# Devin Miller

## IT Support Specialist

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### PROFESSIONAL SUMMARY

Detail-oriented **IT Support Specialist** with expertise in **end-user support, system administration, Active Directory management, ticketing systems** (ServiceNow, Zendesk), and **hardware/software troubleshooting**. Skilled in managing **workstation setup, remote desktop support, VPN configurations**, and **cloud services** (Microsoft Azure, VMware). Committed to delivering secure, efficient, and high-quality IT solutions that enhance operational uptime and user satisfaction.

### WORK EXPERIENCE

**Web Specialist**  
CIAH LLC

Tampa, FL, USA  
2019 - Present

A digital marketing firm focused on brand growth, content strategy, and audience engagement across social media platforms.

- Maintained and updated **cross-platform websites** (CMS, WordPress) ensuring **server uptime** and system functionality.
- Performed routine upgrades and maintenance on web servers and related systems.
- Diagnosed and resolved technical issues related to hosting, CMS, and backend functionality to minimize downtime and optimize user experience.
- Supported internal users with troubleshooting of website and associated application issues.

**Logistics Control Coordinator**  
Amazon Warehouse & Retail Operations

Tampa, FL, USA  
2015 - 2019

Global e-commerce and logistics company specializing in fulfillment, inventory management, and supply chain operations.

- Provided frontline **technical support** for **handheld devices, POS systems, and inventory management software** at Amazon.
- Trained and supervised team members on **IT support protocols**, customer service standards, and system troubleshooting procedures.
- Delivered consistent customer support while managing operational continuity, optimizing workflows, and maintaining a secure, efficient environment.

### SKILLS

ServiceNow, Zendesk, Ticketing Systems, Windows, macOS, Linux, Troubleshooting, Networking, VPN Configuration, Remote Desktop Support, Active Directory, Microsoft Office 365, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Teams, Administration, Administrative Support, Office Administration, Virtual Machines, VMware, Microsoft Azure, Cloud Services, Command Line, PowerShell, Python, Scripting, File Sharing and Permissions, Workstation Setup and Maintenance, Hardware Diagnostics and Repair, Peripheral Device Support, Inventory Tracking and Asset Management, Slack, MySQL, Microsoft SQL Server, SQL, PHP

### STRENGTHS

Technical Troubleshooting	Active Directory Management	Workstation & System Setup
Expertise diagnosing and resolving hardware, software, network issues, managing multiple tickets, system upgrades, and inventory tracking.	Proficient in user account setup, password resets, and security group management.	Skilled at installing, configuring, and maintaining PCs, printers, and peripherals.

### LANGUAGES

English (Native)