



LEIYA CONKLIN

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PROFESSIONAL SUMMARY

Motivated IT Management student with a passion for technology and a commitment to building a strong foundation in IT support. Currently pursuing the Google IT Support Professional Certificate to develop skills in troubleshooting, networking, and system administration. Eager to contribute to entry-level IT roles while continuing to grow technical expertise.

SKILLS

- Basic Networking and Troubleshooting
- Problem Solving and Communication
- Adaptability and Time Management

EDUCATION

Berkeley College
Bachelor's in IT Management (Expected Graduation: December 2025)

CERTIFICATIONS

- Google IT Support Professional Certificate (Completed)
- CompTIA ITF+ Certification (In Progress, Expected Completion: [April, 2025])
- AWS Cloud Practitioner (In Progress, Expected Completion: [June, 2025])

EXPERIENCE

- **IT Support Specialist | March 2024 – Present**
 - ♣ Provide remote and on-site technical support for hardware, software, and network-related issues, ensuring minimal downtime for users.
 - ♣ Assist in troubleshooting and resolving connectivity issues for both Windows and macOS systems.
 - ♣ Manage user accounts and permissions within Active Directory and Office 365, improving security and efficiency.
 - ♣ Install and configure software applications based on user needs, reducing system errors by 30%.

- **Help Desk Technician | Berkeley College, New York, NY | July 2021 – February 2023**

- ♣ Provided technical support to students, faculty, and staff, resolving issues related to email access, Wi-Fi connectivity, and online learning platforms.
- ♣ Assisted in troubleshooting and maintaining campus printers, projectors, and computer lab equipment.
- ♣ Managed student and faculty login credentials, resetting passwords and ensuring account security.
- ♣ Documented common issues and solutions in a knowledge base, reducing the number of repeated support requests.

- **Freelance IT Support | January 2019 – May 2020**

- ♣ Provided IT support for small businesses and individuals, including troubleshooting hardware and software problems.
- ♣ Set up and secured Wi-Fi networks, ensuring optimal connectivity and data protection.
- ♣ Assisted with data recovery and virus removal, successfully restoring lost data for multiple clients.
- ♣ Installed and configured operating systems, applications, and peripheral devices for end-users.

PROJECTS

- **Personal Portfolio Website**

Designed and deployed a portfolio website using HTML/CSS hosted on GitHub Pages, showcasing resume, certifications, and technical projects.

- **Networking Project**

Built a virtual home network using Cisco Packet Tracer, including IP configuration, troubleshooting, and basic routing.

- **Cloud Deployment**

Deployed a simple web application on AWS Free Tier, demonstrating basic cloud architecture.

- **Cybersecurity Presentation**

Created a professional presentation on cybersecurity best practices using Canva, targeted at non-technical users