

# Monty Dennis

## IT SPECIALIST

Tucker, Ga | 470.469.4697 | MontyD37@gmail.com

### Objective

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Dedicated and customer-focused IT Help Desk Specialist with experience providing technical support to end-users in fast-paced environments. Proficient in troubleshooting hardware, software, and network issues with strong knowledge of Windows, Office 365, and Active Directory. Adept at clear communication, effective problem-solving, and delivering high-quality service with minimal downtime.

### Education

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**Georgia State University, BS Computer Science (90 Credits Completed)**

Major: Computer Science | Concentration: Cybersecurity

### Certifications

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**CompTIA A+**

**CompTIA Network+**

**CompTIA Security+**

**Splunk Core Certified Power User**

### Skills & abilities

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- Proficiently setting up, configuring, and deploying new computer systems, ensuring seamless integration into existing networks.
- Demonstrated expertise in conducting essential administrative tasks, including the establishment of user accounts, role assignments, and meticulous control over access privileges.
- Adept at executing comprehensive operating system software updates, upgrades, and patches, ensuring optimal system performance and security.
- Committed to delivering superior customer service, fostering positive and enduring relationships with clients through prompt and effective issue resolution.
- Equipped with a strong understanding of IT infrastructure essentials, demonstrating a quick grasp of evolving technologies and their practical applications.
- Skilled in troubleshooting technical issues, employing a systematic approach to problem-solving, and ensuring minimal disruption to workflow operations.
- Networking: Basic networking concepts (TCP/IP, DNS, DHCP, SSH)
- Monitoring and Security: Windows Defender, Event Viewer, BitLocker, basic patch management
- Tools and Technologies: Active Directory, Group Policy, DNS, DHCP, Hyper-V, RDS
- Possess a proactive attitude towards learning and keeping up-to-date with the latest advancements in IT and cybersecurity, fostering a proactive and adaptable mindset.