ETHAN SMITH
HELP DESK SPECIALIST

Versatile IT Technician skilled in resolving hardware issues and supporting business operations. Committed to continuous growth in IT through hands-on experience and certifications. I aspire to set up my own Managed Service Provider (MSP) company, aiming to lead and innovate in the industry.

CERTIFICATIONS

- IT Support Specialist
- CompTIA A+ (In Progress)
- IT Automation with Python
- MOS: Word Associate
- MOS: PowerPoint Associate
- Business Administration

CONTACT

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EDUCATION

PARKERSBURG SOUTH HIGH SCHOOL OF BUSINESS — *PARKERSBURG, WV*   2019 – 2022

HIGH SCHOOL DIPLOMA • WESTSIDE HIGH SCHOOL — *AUGUSTA, GA*   2022 – 2023

EXPERIENCE

BUSINESS OPERATIONS MANAGER • SIMULATED WORKPLACE   2020 – 2022

While enrolled at Parkersburg South High School, I managed business operations for a student-led simulated workplace environment, overseeing day-to-day activities and ensuring smooth operations.

- Developed and implemented marketing campaigns, increasing product and services sales by 30%.
- Managed customer inquiries and resolved issues to ensure elevated levels of customer satisfaction.
- Monitored financial performance and implemented cost-saving measures.

ACADEMIC IT TECHNICIAN • SIMULATED WORKPLACE   2022 – 2023

During my enrollment at Westside High School, I supplied technical support to other students while in a simulated workplace environment. Managed computer systems, troubleshooted hardware and software issues, and ensured smooth IT operations.

- Diagnosed and resolved technical issues.
- Installed and configured Windows and Linux computer systems for a 25% performance improvement.
- Supplied training and support to students, resulting in a 40% drop in technical errors.
- Aided in the development and maintenance of an isolated IT infrastructure.

SKILLS

- IT Troubleshooting
- Customer Service
- Technical Support
- Training & Development
- Networking
- Information Technology