

# Noah Wertz

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## Professional Summary

Dedicated IT Support Specialist and Cybersecurity student with hands-on experience in Helpdesk operations, troubleshooting, and system administration. Skilled in diagnosing hardware, software, and network issues while providing clear and effective technical assistance to end users. Experienced with Active Directory, remote desktop tools, and Microsoft 365 support. Strong communicator with a passion for resolving problems efficiently and maintaining secure, reliable systems.

## Technical Skills

- **Helpdesk & Support:** Ticketing systems, remote desktop tools, end-user training, hardware & software troubleshooting
- **Networking & Security:** TCP/IP, DNS, DHCP, VPN setup, VLANs, Wireshark, firewall & ACL fundamentals
- **Systems & Platforms:** Windows & Linux administration, Active Directory, Microsoft 365, Exchange, Cisco Meraki
- **Hardware & Tools:** Switches/routers, printers, imaging devices, RJ45 cable creation, Fluke testers
- **Soft Skills:** Communication, patience, teamwork, problem-solving, documentation, attention to detail

## Professional Experience

### **IT Intern - Advanced Conversion Technology**

**(09/2025-Present) Middletown, PA**

- Provided Tier 1–2 technical support to end users through ticketing systems and remote assistance tools.-
- Configured and deployed desktops, laptops, and Raspberry Pi devices with secure operating systems and updates.
- Created and managed Active Directory accounts, permissions, and group policies to maintain access control.
- Assisted users with VPN connections, software installations, and email configuration in Microsoft 365.
- Troubleshot network connectivity issues and monitored device performance using Cisco Meraki and Fluke tools.
- Documented support procedures to improve Helpdesk efficiency and response consistency.

### **Computer Operator — IGT**

**(03/2025-Present) Harrisburg, PA**

- Monitored 100+ servers and gaming systems daily to maintain 99.9% uptime within a 24/7 operations center.
- Resolved Tier 1 hardware, network, and application issues, reducing escalations by 30%.
- Conducted system health checks and analyzed 500+ daily event logs to identify and resolve anomalies early.
- Documented incidents according to ITIL standards and collaborated with senior technicians on root-cause analysis.

## Education

### **Harrisburg University of Science and Technology**

B.S. in Cybersecurity Operations & Management (2027)

GPA: 3.91

Relevant Coursework: Network Defense, Incident Response, Security Management, Cyber Risk Assessment

Hands-on Labs: Wireshark packet analysis, malware analysis, phishing detection, system hardening

## Certifications

- CompTIA IT Fundamentals (03/2025)
- Google IT Support Certification (03/2025)
- Working toward CompTIA Security+