

[Your Full Name]

[City, State] • [Email] • [Phone] • [LinkedIn/GitHub]

Professional Summary

IT Support Specialist with hands-on training in network administration, troubleshooting, and system security. Certified in Google IT Support and currently completing Google Cybersecurity. Skilled in Linux and Windows environments with practical knowledge of hardware/software management, technical support, and process improvement.

Core Competencies

- IT Support & Troubleshooting
- Network Administration (TCP/IP, DNS, DHCP)
- System Administration (Windows & Linux)
- Hardware & Software Management
- Data Entry & Documentation
- Cloud & Virtualization (VirtualBox)
- Process & Quality Improvement
- Team Training & Development

Certifications

- Google IT Support Professional Certificate
- Google Cybersecurity Professional Certificate (In Progress)
- CDL-A License with Air Brake Endorsement
- AED & HIPAA Certified

Technical Skills

- Operating Systems: Windows Desktop Administration, Linux (Debian/Ubuntu)
- Networking: TCP/IP, DNS, DHCP, Network Architecture, ISO/OSI Model
- Tools & Languages: Powershell, Bash, SQL, VirtualBox, Markdown, Notepad++, VS Code
- Hardware: Routers, Switches, Modems, Access Points, IoT Devices

Professional Experience

Professional Driver (Pratt Industries Account)

Day and Ross – York, PA

Mar 2017 – Present

- Maintained compliance with DOT regulations and company training protocols.
- Provided mentorship to new drivers on efficiency and best practices.
- Demonstrated problem-solving skills in route optimization and time management.

Medical Clerk & Urinalysis Tech

New Horizon Treatment Center – Trenton, NJ

Aug 2013 – May 2014

- Performed data entry and maintained secure records in compliance with HIPAA.
- Provided IT-related support for medical staff with systems and records.

Communications Specialist (E-3)

United States Army National Guard

Nov 1999 – May 2005

- Installed and supported communication systems.
- Gained foundational knowledge in IT systems, security, and teamwork under mission-critical conditions.

Education

- Technical Diploma, Medical Career Institute – Ocean, NJ (2009)
- High School Diploma, Miami Sunset Senior High – Miami, FL (1999)