



Shyan Ramsey

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Objective:

A dedicated Help Desk Support Agent looking for an internship or entry level position for professional development.

Summary of Qualifications:

- Proficient in creating and implementing training based off needs assessments
- Proficient in troubleshooting and configuring Windows 10/11
- Linux software management
- Strong external collaboration and research

Professional Experience:

Dr. Tim B. Johnson- Dental Hygienist
November 2022-Current

Performs oral hygiene education with patients based off of needs assessments. Proficient with troubleshooting Windows, Eaglesoft dental software, and X-ray machine issues.

United States Marine Corps- Administrator
June 2014-December 2017

Basic troubleshooting laser printer. Managed Windows software as well as oversaw permissions for leadership via military software. Maintained documentation for 300 Marines and Sailors. Conducted leadership training in a professional environment.

Education/Certifications:

Associate of Science in Dental Hygiene - 2022
Florida State College at Jacksonville

Bachelors of Science Network Systems and Telecommunications - 2026 (pending)
Florida State College at Jacksonville

CompTIA Linux+ XK0-005 certification - 2025 (pending)
CompTIA A+ certification - 2025 (pending)

Community Service:

Smiles for Miles Orange Park -2022

FSCJ Grow a Healthy Smile (Oral Hygiene Instructions for elementary age children) - 2022

Give Kids a Smile (Dental Hygiene services for children) -2022

Shyan Ramsey Reference Page

Lieutenant Colonel (ret.) Daryll Sweetwine (813) 995-1180

Staff Sergeant John Murillo john.alex.mur@gmail.com

Dr. Margaret Dennis (904) 536-1092

Amy Williams (917) 689-9911