

# Simon Yoseph

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## EDUCATION

### Towson University, Bachelor of Science in Computer Science

*Activities:* Software Engineering Club | Ethiopian-Eritrean Student Association

*Relevant Coursework:* Web Development | Data Structures & Algorithms | Data Networks and Communications | Linear Algebra

## EXPERIENCE

### Fearless

**June 2025 - August 2025**

*IT Help Desk Coordinator Intern*

*Baltimore, MD*

- Managed a large fleet of macOS corporate devices and maintaining security compliance using Jamf Pro, Apple Business Manager, Google Workspace, and Microsoft Intune demonstrating hands-on experience with enterprise systems.
- Optimized support operations and improving system integrity by proactively managing asset tracking and hardware deployments, which directly impacts workforce efficiency and experience.
- Worked with cross-functional partners and application specialists to understand system requirements, representing the voice of the customer in a technical environment.
- Reduced security-related incidents by 30% through vigilant analysis of endpoint activity, demonstrating a proactive approach to identifying and addressing customer issues.

### National Science Foundation, Baltimore Data Science Division

**January 2024 – May 2024**

*Data Science Intern*

*Baltimore, MD*

- Assisted in leading a project to improve technical support processes by implementing workflow automation with Python, involving a strategic, planning-based approach to bringing awareness to infrastructure within Baltimore utilizing 311 and 911 calls.
- Collaborated with cross-functional partners to analyze data standards and manage project deliverables, showcasing strong organizational and communication skills.
- Provided key insights for informed forecasting by designing a dashboard to visualize incident trends, which showcases your analytical and critical-thinking skills.

### Towson University

**December 2021 – May 2024**

*IT Support & Building Manager*

*Baltimore, MD*

- Mentored new team members and provided user support and training, serving as a key resource to help them achieve their desired outcomes with technology.
- Maintained consistent performance and security across 300+ devices by overseeing diagnostics, repairs, and hardware lifecycle management, demonstrating strong analytical and problem-solving skills.
- Achieved a 95% fulfillment rate for IT resource requests by implementing a ticketing system to prioritize support needs, showing a data-driven approach to measuring success.

### Westat

**June 2023 – February 2024**

*Technical Data Entry*

*Rockville, MD*

- Automated repetitive formatting and validation tasks using Excel macros, contributing to a 50% reduction in a major data entry backlog.
- Developed and implemented security measures, maintaining strict compliance with zero security incidents over 8 months through daily audits on sensitive data assets.

## SKILLS

**Languages:** Python, Java, JavaScript, PowerShell, Bash/Shell, C++, SQL, HTML, CSS

**Tools & Frameworks:** MDM & Endpoint Management: Jamf Pro, Intune, Apple Business Manager, Workspace One, Endpoint Security, Sophos, Microsoft Entra ID

**Networking & Security:** Akamai, VPN, DNS, DHCP, MFA Systems

**Development & IT:** Git, Jira, Datadog, React, Node.js, Google Admin, Microsoft Suite, REST APIs