

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 and Apple Business Manager, 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

- Led a project to improve technical support processes by implementing workflow automation with Python, which reduced operational friction and demonstrated a strategic, planning-based approach to support.
- 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

August 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, which is a powerful example of implementing process improvements and automating manual workflows.
- 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, MobileIron, Azure AD, 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, CPM/ EPM