

**Lancia Tyler**

Norcross, GA 30093

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**Professional Summary**

Results-driven IT professional with a strong background in technical support, cybersecurity, and network administration. Over 10 years of experience providing exceptional customer service, troubleshooting complex IT issues, and supporting enterprise-level technology environments. Skilled in diagnosing hardware/software issues, network configuration, Active Directory management, and IT helpdesk operations. Adept at collaborating in fast-paced settings, ensuring optimal system performance, and delivering user-centric solutions.

**Technical Skills:**

- Operating Systems: Windows, Linux
- Networking: Cisco topology setup, network diagnostics, remote access
- Security: Cybersecurity principles, Azure security
- IT Support: Active Directory, ServiceNow, Remedy ticketing system
- Software & Tools: Microsoft Office Suite, Salesforce, Citrix, Remote Desktop
- Certifications: PC Repair & Network Technician, Fulton County IT Center of Excellence

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**Professional Experience****Technical Support Advisor II**

*Concentrix, GA | March 2022 – October 2024*

- Provided advanced troubleshooting for hardware, software, and networking issues, supporting various devices including routers, printers, and mobile systems.
- Managed customer support tickets via Salesforce, efficiently resolving technical inquiries.
- Assisted users with software configuration, compatibility troubleshooting, and system optimization.
- Utilized Active Directory for account management, permissions, and security access control.

## **Educational Specialist / IT Lab Assistant**

*Gwinnett Technical College, Lawrenceville, GA | February 2023 – November 2024*

- Maintained and configured computer labs for student use, ensuring optimal system performance.
- Provided hands-on assistance for network setup and Cisco topology designs.
- Delivered technical support via phone and in-person helpdesk, troubleshooting student IT concerns.

## **IT Support Intern**

*Fulton County Center of Excellence, Atlanta, GA | May 2024 – July 2024*

- Diagnosed and resolved hardware, software, and network-related issues for users.
- Managed IT help desk tickets via Remedy, ensuring timely problem resolution.
- Provided step-by-step guidance for remote troubleshooting and system setup.
- Documented technical solutions for knowledge base development.

## **COVID-19 Scheduler & IT Support**

*The Judge Group (Contract), Norfolk, VA | August 2020 – March 2022*

- Scheduled COVID-19 appointments and managed patient data entry.
- Troubleshoot and resolved virtual desktop issues on the Citrix platform.
- Ensured secure handling of patient records and compliance with data privacy regulations.

## **Customer Service & Collections Representative**

*Citi Bank Call Center, Jacksonville, FL | November 2017 – August 2020*

- Managed high-volume inbound/outbound customer interactions, resolving financial inquiries.
- Created and negotiated payment plans for delinquent accounts, ensuring customer satisfaction.

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## Education

- **Bachelor's Degree in Computer Science** (*In Progress, Expected October 2026*)  
*Florida State College at Jacksonville*
- **Associate of Applied Science in Cybersecurity** (*Expected December 2024*)  
*Gwinnett Technical College*
- **Associate of Arts** (*Completed December 2021*)  
*Florida State College at Jacksonville*

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## Certifications & Professional Affiliations

- **PC Repair & Network Technician** (December 2022 – Present)
- **Fulton County Information Technology Center of Excellence** (July 2024 – Present)
- **Technology Association of Georgia (TAG)** (March 2024 – Present)
- **Credly Digital Credentials:** [Credly Profile](#)
- **CPR, BLS, & AED Certifications**

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## Projects & Additional Experience

- Published multiple technical and creative works, demonstrating strong analytical and problem-solving skills.
- Experienced in proofreading and editing technical documentation for clarity and accuracy.
- Collaborated with IT professionals and students to develop network security solutions and best practices.

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## References

Available upon request.