

TREVOR HARBIN

Brookhaven, GA 30319 | 404-673-4598 | Trevor.Harbin@yahoo.com

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

CONCENTRATION IN CYBER SECURITY

Results-driven IT Graduate seeking a challenging position to utilize and further develop technical skills in software development, data analysis, and problem solving. Passionate about leveraging emerging technologies to develop innovative solutions to solve complex business problems. Seeking an opportunity to work with a dynamic team of professionals to gain hands-on experience in the field of computer science and contribute to the success of the organization.

CORE COMPETENCIES

<ul style="list-style-type: none">Understanding of Operating Systems & NetworkingExperience with Software Development MethodologiesBusiness Planning & Modeling	<ul style="list-style-type: none">PythonSQLJavaAzure ManagementAD Management	<ul style="list-style-type: none">Creativity & InnovationAttention to DetailCross-Function Leadership	<ul style="list-style-type: none">Communication & CollaborationClient Service & Technical SupportStrong Analytic & Problem-Solving Skills
---	--	---	---

PROFESSIONAL EXPERIENCE

Systems Administrator II, SAFERWAY TECHNOLOGIES, Sandy Springs, GA

June 2024 – Current

- Manage and maintain client's server infrastructure, ensuring optimal performance, security, and uptime for critical applications and services across diverse network environments.
- Implement and troubleshoot system configurations, software installations, network connectivity, and backups to support daily operations and minimize downtime.
- Provide technical support to a diverse field of clients, diagnosing and resolving hardware and software issues, while collaborating with other teams for immediate and timely resolutions.

Tech Support Specialist, j5CREATE, Kennesaw, GA

September 2022 – February 2023

- Provided technical support to a wide variety of consumers on a daily basis.
- Contributed to improvements of the ticketing system used to satisfy customers' complaints and requests.

Team Member, CHICK-FIL-A, Lilburn, GA

August 2019 – January 2021

- Prioritized tasks, multitasked, and met deadlines while serving multiple customers in a fast-paced environment.
- Led and trained new team members to ensure consistent service and high-quality customer experience.
- Accurately recorded orders, processed payments, and ensured customer satisfaction by paying close attention to detail.
- Provided exceptional customer service for 3 years, built strong relationships with regular customers and created a welcoming atmosphere that kept them coming back.

EDUCATION & PROFESSIONAL DEVELOPMENT

KENNESAW STATE UNIVERSITY

August 2020 - May 2024

PARKVIEW HIGH SCHOOL

August 2016 - May 2020

TECHNICAL EXPERTISE

Python, Java, SQL, HTML, CSS, Bash, Mobile Application Development, Data Analysis, Technical Documentation, Microsoft Active Directory, Google Admin Center, Window's Server Manager, N-Able, Barracuda Firewall Admin, NetGear, Windows,

Trevor Harbin *Continuation...*

Linux, MacOS, Microsoft Word, Excel, and Power Point, MDM, O365.