Troy Smith

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Portfolio

Education

University of Louisville, Louisville, KY   Graduated: December 2024
B.S.B.A. in Computer Information Systems
- Focus on Data Analytics
- Cumulative GPA: 3.2

Experience

USA Cares, Louisville, KY   July 2024 – January 2025
-IT Intern
- Perform general support of PCs, printers, and other computer devices
- Act as link between end users and higher-level support
- Troubleshoot and aid in technical support for systems and networks
- Assign/reset users names and passwords, and maintain network accounts
- Salesforce administration such as setting up accounts, creating reports, and duplicate checks, as well as exterior connections with form assembly

University of Louisville Athletics, Louisville, KY   January 2023 – December 2023
- Web Design Student Consultant
- Collaborated with a team of student consultants to develop a thorough framework for a database detailing NCAA basketball statistics and advanced analytics.
- Designed and implemented graphs and charts to create an efficient workflow.
- Assisted in the creation of HTML mockups to showcase the various functionalities of the database.

Kohl's, Louisville, KY   October 2023 – April 2024
- Operations
- Unload the truck and assist in stocking the stores with the merchandise.
- Organize and maintain the stockroom, put away backstock.
- Engage with customers to improve the overall shopping experience.

Skills

- **Certifications:** Google IT Support Professional Certificate
  - Networking, Security, Systems Administration, Technical Support, Troubleshooting
- **Programming:** C#, Python (Basic), SQL
- **Tools & Platforms:** Microsoft Access, Excel, Word, PowerPoint, Salesforce, FormAssembly
- **Systems:** Windows Operating System, SQL Server