**Troy Smith**

**Aurora, IL | 630-788-1620**

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[**Portfolio**](https://troys122.github.io/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