

# Tylessia Willis

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## SUMMARY:

IT Support Specialist with experience in enterprise email/mobile provisioning, Windows 11 deployment, asset management, and troubleshooting. Skilled in Active Directory, MFA support, SCCM imaging, and clear communication with end users. Strong problem-solving abilities and adaptability in fast-paced technical environments.

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## EDUCATION:

**B.S. Computer Science** — University of Illinois Springfield (UIS), Expected May 2026

**A.A. Computer Science** — Lincoln Land Community College (LLCC), May 2024

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## EXPERIENCE:

### Department of Innovation & Technology (DoIT) — Email & Mobile Support Technician

| July 2025 – Dec 2025

- Supported email/mobile provisioning for Enterprise Email users.
- Assisted with Outlook/Exchange, MFA, and mobile device setup.
- Created and updated accounts in AD, eDirectory, and MobileIron.
- Troubleshoot sync, authentication, and connectivity issues.
- Collaborated with ListServer, RightFax, and Exchange tools.
- Provided 1:1 end user training and guidance.
- Maintained knowledge of enterprise tools through training.

### Horace Mann — IT Deployment Technician & Asset Management Support (Contract) |

Jan 2025 – July 2025

- Performed Windows 11 imaging via PXE and SCCM.
- Configured and re-imaged devices for refresh cycles.
- Managed asset inventory, tagging, and serial verification.
- Processed returns, surplus, and decommissioning.
- Packaged and staged devices for onboarding rollouts.

### Illinois Emergency Management Agency — Human Resource Summer Intern | Summer

2024

- Digitized 200+ personnel files improving retrieval time. • Prepared onboarding materials and HR documentation.
- Drafted job postings and supported recruitment communication.
- Coordinated HR scheduling and data entry.
- Assisted with general administrative operations.

**Lincoln Land Community College — Student Worker, Academic Innovation & eLearning** | Apr 2024 – May 2024

- Supported 50+ users with LMS and eLearning issues.
- Updated WordPress course materials.
- Led mini-training sessions for LMS tools.
- Troubleshoot login/navigation problems.
- Organized academic digital materials.

**ComputerWorks — IT Technician Intern** | Dec 2023 – Jan 2024

- Diagnosed hardware/software issues for clients.
- Performed upgrades, data transfers, and recovery.
- Optimized device performance.
- Explained technical issues to non-technical users.
- Created simple troubleshooting documentation.

**Best Buy Geek Squad — Advanced Repair Agent** | Jun 2023 – Dec 2023

- Repaired 30+ devices weekly with 95% satisfaction.
- Performed diagnostics, OS repairs, and virus removal.
- Handled data transfer and device optimization.
- Explained technical issues clearly to customers.
- Documented repair notes accurately.

**Bounce Tag — Floor Staff** | Dec 2022 – Jun 2023

- Provided customer support in a fast-paced environment.
- Guided guests through equipment use.
- Enforced safety procedures.
- Assisted team during high traffic.
- Maintained clean and organized activity areas.

**McDonalds – Crew Trainer** | June 2019 – May 2022

- Trained and onboarded new employees on procedures and systems.
  - Provided real-time coaching to maintain quality and efficiency
  - Demonstrated leadership, reliability, and teamwork in a fast-paced environment.
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**SKILLS:**

- Windows 10/11
  - Active Directory
  - SCCM Imaging
  - Email/Mobile Provisioning
  - MobileIron
  - ListServer
  - Microsoft Office
  - Python
  - Java
  - C#
  - SQL
  - Time Management
  - Adaptability
  - Google Workspace
  - Git
  - HTML
  - CSS
  - JavaScript
  - WordPress
  - Python
  - Team Collaboration
  - Communication
  - Problem-Solving
  - Customer Service
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**CERTIFICATIONS:**

CompTIA A+ — In Progress (Expected Dec 2026)

Coursera Software Development — In Progress

Udemy Python Masterclass — In Progress