

Technology Support Technician Technology Support Technician Norfolk, MA I am currently seeking to leverage the knowledge I have gained through my studies in cyber security as well as my 3 years of technical support experience into a career in the field of cyber security. Work Experience

Technology Support Technician Town of Franklin - Franklin, MA November 2017 to Present
Troubleshoot network, printer, and computer problems. Provide software, hardware, and network support for town employees and students. Google G Suite, Microsoft Office, Sophos Antivirus, Autocad, Adobe Creative Suite. Manage users and devices in Active Directory. Image and setup new devices.

Security Forces Member Massachusetts Air National Guard - Buzzards Bay, MA November 2013 to Present
Perform physical installation security at entry control points, and through mobile patrols Perform building checks and vehicle searches Perform inspection of and resets for perimeter intrusion detection equipment

IT Service Center Analyst W.B. Mason Company, Inc - Boston, MA August 2016 to November 2017
Assist users with computer, cell phone, desk phone, printer/ scanner, and software issues Initial troubleshooting of network connectivity issues with modems routers and switches Perform maintenance of laptops/desktops including imaging, updating, hardware repair and modification Utilize Active Directory for adding computers to the domain and resetting user passwords Software support for Adobe Creative Suite, Microsoft Office, and AutoCad.

Sales Associate CARHARTT - Dedham, MA May 2011 to August 2016
Assist customers in store and over the phone with placing orders and finding inventory Conduct outreach events to increase brand awareness Complete point of sale transactions Advise customers on product lines and features suited to their needs

Education Master's in Security Studies: Cybersecurity Concentration University of Massachusetts-Lowell - Lowell, MA May 2019 to Present
Bachelor's in Information Technology University Of Massachusetts Lowell - Lowell, MA

Skills Desktop Support, Help Desk, Active Directory, Tech Support Military Service Branch: Air Force (Air National Guard) Service Country: United States Rank: SrA Certifications/Licenses CompTIA Security+ February 2019 to June 2022 Additional Information Skills Knowledge of MS Office, Adobe Suite, Windows XP-10 Understanding of TCP/IP Familiar with SQL queries and table creation Familiar with HTML, CSS, and Visual Basic

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