

Cameron Pampena

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Professional Summary

IT professional with experience in technical support, cybersecurity, and system operations. Skilled in troubleshooting, programming, and customer training with a background in supporting enterprise environments. Proficient in hardware and software configuration, service ticketing systems, and workflow documentation. Strong communicator with a record of resolving issues, improving processes, and collaborating across IT teams.

Core Skills

- System Installation & Configuration
- Hardware/Software Troubleshooting
- ServiceNow Ticketing & Incident Management
- Network Access & Remote Connectivity (VPN, RDP)
- Programming: Python, Java, C, Bash
- Windows, Linux Administration
- Documentation & Knowledge Base Creation
- Customer Training & Technical Communication

Professional Experience

K&L Gates LLP - *Technical Support Specialist*

Pittsburgh, PA | Aug 2022 - Present

- Provide Tier 1 & Tier 2 support for enterprise applications and systems using ServiceNow for ticket management and workflow tracking.
- Troubleshoot hardware, software, and connectivity issues for in-office and remote users
- Document solutions, update the knowledge base, and contribute to improved support procedures.
- Coordinate with IT and security teams on incident response and escalations.
- Deliver clear communication and user training to enhance adoption and satisfaction.

Technical Projects

- **iManage Cloud Migration:** Collaborated with cross-functional teams to ensure minimal workflow disruption during a migration to a cloud-based service, by communicating the needs of a global customer-base and documenting desired feature upgrades
- **Cybersecurity Simulation (Red/Blue Team):** Performed simulated penetration testing and system hardening using Kali Linux in an isolated classroom environment.
- **Custom Operating System (C):** Built modules for process, memory, and I/O management; developed Linux-style terminal.

Education

Bachelor of Science in Computer Science, Area of Emphasis in Cybersecurity

West Virginia University - Morgantown, WV – Aug 2017-May 2022