

ANTHONY DOAN

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IT professional with Computer Science degree and hands-on experience in technical support, Windows troubleshooting, and Office 365. Strong customer service skills with experience managing team operations and resolving issues. Skilled in PowerShell automation, Active Directory, and hardware diagnostics. Eager to apply technical problem-solving abilities to helpdesk support role.

EDUCATION

University of Houston

Bachelor of Science in Computer Science, Minor in Mathematics

Houston, TX

Graduated: May 2024

- Relevant Coursework: Computer Networking, Operating Systems, Database Systems

TECHNICAL SKILLS

Operating Systems: Windows (7/10/11, Server), Linux (Ubuntu)

Applications: Microsoft365 (*Outlook, SharePoint, Word, Excel, PowerPoint, Teams*)

Hardware & Devices: PC diagnostics, printer setup, peripheral configuration, mobile device support

Network & Security: TCP/IP, VPN configuration, remote desktop support, data sanitization

IT Administration: Active Directory, Azure AD, user provisioning, documentation, asset management

Scripting: PowerShell, SQL, Python, Bash

Certifications: CompTIA Network+ (In Progress)

EXPERIENCE

Computer Technician

Secure ITAD Services, Inc.

June 2025 – Present

Houston, TX

- Diagnose and troubleshoot hardware issues on 60+ computers daily, documenting findings in tracking software.
- Manage IT asset inventory including specification documentation and equipment lifecycle tracking.
- Perform secure data sanitization and workstation preparation following security protocols.

Information Technology Intern

Tiff's Treats

June 2022 – September 2022

Waller, TX

- Created documentation and process improvements that reduced manual workload by 40 hours weekly.
- Automated rebate processing system using JavaScript and SQL, improving operational efficiency.

Shift Leader

Tiff's Treats

December 2020 – June 2022

Cypress, TX

- Provided excellent customer service to 100+ customers daily, professionally handling escalations.
- Trained team members and troubleshoot operational issues to maintain service quality.

PROJECTS

User Provisioning Automation Project | GitHub Link

PowerShell 7+, Active Directory, Azure AD

- Developed automated system for user account creation and permission management.
- Created comprehensive documentation and audit reporting for IT processes.
- Integrated with Microsoft Graph API and Exchange Online for hybrid environment support.

LEADERSHIP

Vice-President Internal & Secretary

Omega Phi Gamma

August 2022 – May 2024

- Led communications and information channels, ensuring efficient updates and transparency across the organization.
- Led mentorship programs and safety initiatives, promoting member growth and fostering a positive environment.

Assistant Scoutmaster & Eagle Scout

Boy Scouts of America

August 2019 – Present

- Mentored youth in leadership, teamwork, and personal growth through structured activities and events.
- Fostered skill development and community service engagement among participants.