

Benjamin Paquette, M.S.

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SUMMARY

Enthusiastic and results driven IT professional with hands-on experience in technical support, endpoint authentication, and systems troubleshooting. Currently pursuing CompTIA Security+ certification with CySA+ to be started soon after.

EXPERIENCE

IT Professional Assistant - Franklin College OIT

March 2025 - Current

University of Georgia: Athens, GA

- Provide proactive IT support for faculty and staff resolving hardware, software, and networking issues across Windows and Mac environments.
- Manage desktop deployment by developing and deploying computer images, ensuring system security and compliance with IT policies.
- Troubleshoot network issues, maintain DHCP entries, and serve as a Domain Network Liaison (DNL) to optimize wired and wireless connectivity.

IT Professional Assistant - EITS Client Services

September 2024 - March 2025

University of Georgia: Athens, GA

- Managed account authentication of over 60,000 endpoints for students, staff, and faculty
- Provided Tier 1 technical support, troubleshooting Windows, macOS, and Linux systems
- Collaborated with information security, network operations, and access services to ensure a smooth workflow

EDUCATION

M.S. **Georgia Southern University – Statesboro, GA**
Kinesiology

2023

B.S. **Springfield College – Springfield, MA**
Athletic Training - Cum Laude

2021

CERTIFICATIONS/TECHNICAL SKILLS

- CompTIA Security + (Expected: April 2025)
- CompTIA A+ 202-1101
- PC Hardware Installation through prior experience
- Home Server deployment via Ubuntu Linux Distribution
- Local Hosting Personal Website utilizing HTML, CSS, & Javascript

INTEREST STATEMENT

I am a passionate extrovert who enjoys working on home lab environments, being physically active and pursuing academic endeavors.

References available upon request.