

# Celeste Seeley

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## Professional Objective

Leverage IT support experience to deliver reliable, secure end-user experiences while growing toward sysadmin/net

## Education

University of Central Florida – B.S. Information Technology (In Progress)

Valencia College – Associate in Arts

## Experience

### IT Analyst – Foundation Partners Group (Dec 2024 – Present)

- Provide Tier 1–2 support for 250+ locations (hardware, software, networking).
- Manage Active Directory accounts, passwords, and permissions.
- Support Microsoft 365 (Outlook, Teams, SharePoint); troubleshoot VPN/RDP.
- Configure desktops, laptops, printers; resolve tickets with documentation.

### Shift Lead – Foxtail Coffee (Mar 2021 – Mar 2024)

- Supervised staff, daily operations, and customer service needs.
- Developed leadership and communication skills under pressure.

## Skills & Certifications

IT Support, Windows 10/11, Windows Server, Microsoft 365 Admin, Active Directory, VPN/RDP, Network Troubleshooting, Hardware & Software Setup, ServiceNow/Jira/Zendesk, Documentation

Certifications: Microsoft Office Specialist, Adobe Photoshop Certified,

Google AI Essentials, Google IT Support Professional Certificate