Celeste Seeley

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# Skills

IT Support • Windows 10/11 • Windows Server • Microsoft 365 Admin • Active Directory • Remote Desktop (VPN, RDP) • Network Troubleshooting • Hardware & Software Installation • Ticketing Systems (ServiceNow, Jira, Zendesk) • Customer Service • Documentation

# Certifications

Microsoft Office Specialist | Adobe Photoshop Certified | Google AI Essentials Specialization | Google IT Support Professional Certificate

# Experience

\*\*IT Analyst\*\* – Foundation Partners Group (250+ locations) | Dec 2024 – Present

• Provide Tier 1–2 technical support for 250+ locations across hardware, software, and networking.

• Manage Active Directory accounts, passwords, and permissions.

• Support Microsoft 365 applications (Outlook, Teams, SharePoint).

• Deliver remote support via VPN/RDP; troubleshoot connectivity issues.

• Configure desktops, laptops, and printers to ensure uptime.

• Resolve tickets in Samantage and document solutions for knowledge base.

\*\*Shift Lead\*\* – Foxtail Coffee | Mar 2021 – Mar 2024

• Supervised staff and daily operations, developing leadership, communication, and problem-solving skills relevant to IT support roles.

# Education

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

Valencia College – Associate in Arts