

COLE PLYMPTON

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CAREER OBJECTIVE

Detail-oriented and hands-on IT professional with a passion for delivering robust technical solutions, improving system performance, and optimizing user experiences. Skilled in asset management, network monitoring, and endpoint deployment, with a drive to continuously learn and innovate within enterprise IT environments.

PROFESSIONAL EXPERIENCE

Florida State University Athletics, Tallahassee FL.

March 2023 – Present

IT SUPPORT ASSISTANT

- Manage departmental assets and user accounts using Active Directory
- Configure and deploy workstations using MDT (Microsoft Deployment Toolkit)
- Confirm DHCP requests and verify IP, MAC, and host addresses
- Monitor and maintain network and device performance with PRTG and Lansweeper
- Troubleshoot hardware/software issues across Windows, macOS, and mobile platforms
- Provide on-site technical support during athletic events, ensuring seamless IT operations
- Use MDM tools to manage Apple and Android devices for compliance and security

Subway, Miami FL.

May 2022 – August 2022

SANDWICH ARTIST

- Maintained high standards of food quality and customer service in a fast-paced environment
- Completed closing operations and cash register duties, ensuring smooth daily operations

Lawton Chiles Middle School, Miami FL.

August 2020- June 2021

TECHNICAL SUPPORT AND MEDIA RESOURCES INTERN

- Edited and monitored school website activity, providing faculty with timely updates
- Assisted faculty with technical issues and created digital media for school promotions

EDUCATION

Bachelor of Science, Information Technology,

Graduated: May 2025

FLORIDA STATE UNIVERSITY, Tallahassee, FL

GPA: 3.5 | CUM LAUDE

SKILLS

- **Technical Support:** Experienced in device imaging, remote support, in-person troubleshooting, and event-based IT support
- **System Monitoring & Management:** Skilled in using PRTG, Lansweeper, ScreenConnect and MDM tools for monitoring and managing devices across networks
- **Media Creation:** Skilled in photo and video editing software within the Adobe Suite, media creation, and social media distribution
- **Web and Programming:** Proficient in HTML/CSS, SQL, and JavaScript, Competent in C++ and Python