Myles Nartey

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Education

The Pennsylvania State University, University Park, PA   **May 2023**
     Bachelor of Science in Social Data Analytics   GPA: 3.40
     Work 25-30 hours a week as a full-time student to pay for my tuition and expenses

Relevant Courses

System Administration   Linux Operating System
Networking I and II   Computer Security

IT Work Related Experience

The University of Pittsburgh at Bradford,
Bradford, PA
Information Systems/Technology II   **Sept 2019- April 2021**

- Trained new hires on imaging machines, using the ticketing system
- Support student and faculty computers including virus/malware remediation, wireless configuration,
- Installation of software and hardware repairs
- Deployed images,
- Maintained printers through repair and replacement of cartridges
- Serviced a ticketing system (osTicket) for help desk support
- Utilized a Nagios server to monitor systems and servers on campus

Work Experience

Lowes, Avondale, PA
Customer Service Associate   **Summers of 2018 -2021**

- Managing customer relations and services through communication and interaction
- Tracking materials movements
- Liaising with distribution centers
- Updating orders through a fulfillment database

Skills

Linux / Unix   DHCP & DNS   Group Policy Objects
Active Directory   Snort (IDS / IPS)   Microsoft Azure
     Extron A/V equipment (video switchers, controllers