

Dawud Dukes

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SUMMARY

IT Specialist and Computer Science graduate student with hands-on experience supporting Windows-based enterprise environments. Skilled in Active Directory user and group administration, access control, and resolving common domain-related IT support issues. Brings a strong technical foundation across operating systems, networking (DNS, DHCP, TCP/IP), and security principles, with practical exposure to Python-based data analysis and systems-level projects. CompTIA A+, ITIL, and Linux Essentials certified, with a proven ability to document, communicate, and resolve technical issues effectively.

SKILLS

Identity & Access Management

- Active Directory (Users, Groups, OUs, RBAC)
- Authentication & Authorization, Least-Privilege Access

Systems & Operating Systems

- Windows Server, Windows Client Administration
- Linux

Networking Fundamentals

- DNS, DHCP, TCP/IP
- Network Connectivity Troubleshooting

Security Fundamentals

- Account Security, Access Control
- Endpoint Security & Malware Troubleshooting
- Security Best Practices

Programming & Data

- Python (scripting, data handling)
- Data Analysis (Pandas, NumPy)

Professional Skills

- Technical Troubleshooting & Root-Cause Analysis
- End-User Support & Issue Resolution
- Clear Technical Communication

CERTIFICATIONS

CompTIA A+ | CompTIA Tech+ | ITIL Foundations | Linux Essentials | Google IT Support Certificate

PROJECTS

Active Directory | Windows Server / AD DS

12/2025 – Present

- Administered Active Directory Users and Computers (ADUC) to create and manage users, security groups, computer accounts, and organizational units (OUs) in a Windows Server domain environment.
- Resolved common access and authentication issues, including account lockouts and password resets, using group-based access control principles.
- Applied least-privilege access and role-based group assignments in a controlled domain environment.
- Troubleshoot Active Directory authentication and access issues by analyzing group memberships, account status, and policy settings to identify root causes.
- Supported Windows 10/11 domain-joined systems, assisting with workstation setup, user access, and authentication issues in a lab-based enterprise environment.

Help Desk Simulation | IT Support & Troubleshooting

12/2025 – Present

- Simulated real-world help desk tickets by diagnosing and resolving common end-user issues, including login failures, application errors, network connectivity problems, and peripheral device issues.
- Applied a structured troubleshooting process to identify root causes, implement fixes, verify resolutions, and document outcomes for each incident.

EXPERIENCE

Tech Support Volunteer <i>NPower / San Antonio TX</i>	10/2025
<ul style="list-style-type: none">Provided front-line end-user technical support for audio/visual and conferencing systems, including projectors, displays, and sound equipment, ensuring reliable setup and operation for meetings and training sessions.Diagnosed and resolved network printer connectivity issues by verifying device configuration, network connections, and user access, restoring printing functionality for end users.	
IT Cable Technician <i>Southern IT (Contract) / San Antonio, TX</i>	07/2025 – 07/2025
<ul style="list-style-type: none">Installed and routed structured cabling (CAT5e, CAT6, coax) in enterprise and commercial network environments.Labeled and documented cable runs within IDF closets to support organization, traceability, and future network maintenance.Collaborated with a team of technicians to plan and execute structured cabling projects across multiple floor plans and work areas.	
Truck Driver <i>Various Companies / MI, LA, TX</i>	02/2021 – 03/2023
<ul style="list-style-type: none">Used GPS navigation systems and electronic logging devices (ELDs) to plan routes, track activity, and maintain compliance with DOT regulations.Communicated clearly with customers and dispatch to coordinate delivery schedules and address issues.Supported onboarding of new drivers by sharing procedures, safety practices, and operational guidelines.	

EDUCATION

M.S. Computer Science <i>University of Texas at San Antonio / San Antonio, TX</i>	09/2025 - 12/2026
Technical Fundamentals <i>NPower / San Antonio, TX</i>	08/2025 - 12/2025
<ul style="list-style-type: none">Completed a 20-wk instructor-led training program, earning industry certifications and receiving mentorship from senior-level IT professionals. Engaged in employment readiness workshops and received personal development support.	
B.S Computer Science <i>Western Governors University / Salt Lake City, UT</i>	03/2023 - 02/2025

AWARDS & AFFILIATIONS

Leadership Award <i>NPower / San Antonio, TX</i>	12/2025
Excellence Award <i>Introduction to Communication</i> <i>Western Governors University / Salt Lake City</i>	01/2024
Member <i>Association for Computing Machinery (ACM) / San Antonio, TX</i>	02/2025