Dawud Dukes

San Antonio, TX | 313.265.0982 | dawud.dukesnp@outlook.com

www.linkedin.com/in/dawud-dukes-220b632b3 | github.com/dawuddukes01 | https://dawuddukes01.github.io/portfolio-dawud/

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**
- 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 (account lockouts, password resets), restoring user access efficiently and reducing repeat incidents in a lab-based environment.
- Applied least-privilege access and role-based group assignments in a controlled domain environment.
- Troubleshot 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**
- 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.
- Documented incidents using ticket-style summaries, including issue description, root cause, resolution steps, and verification.

EXPERIENCE

Help Desk Volunteer (IT Support) | *NPower | San Antonio TX*   **10/2025**
- 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 (Contract) | *Southern IT | San Antonio, TX*   **07/2025**
- 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 | *EZ Trans | Von Ormy, TX*   **02/2021 – 03/2023**
- 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 | *University of Texas at San Antonio | San Antonio, TX*   **09/2025 - 12/2026**
Technical Fundamentals | *NPower | San Antonio, TX*   **08/2025 - 12/2025**
- 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 | *Western Governors University | Salt Lake City, UT*   **03/2023 - 02/2025**

AWARDS & AFFILIATIONS

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