

Elisiah Colon

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Education

American University

BS in Computer Science (Dean's List)

Washington, DC

Certifications and Relevant Courses

- Oracle Java SE11 Developers Course certification
- CompTIA A+ (in progress) & CompTIA Security+ (following fiscal year)
- Introduction to Cybersecurity, Network Security, Machine Learning Cybersecurity
- Secure Software Development
- Computer Systems Organization
- Machine Learning Cybersecurity

Work Experience

United States Army Reserves

Automated Logistics Specialist(92a) E-4

Massachusetts

January 2025-Present

- Awarded the Army Commendation Medal for exemplary service and dedication.
- Played a key role in the evacuation of Afghanistan during Advanced Individual Training (AIT) with Taskforce Eagle, supporting organizations in providing essential clothing and aid to arriving refugee families.
- Demonstrated leadership and operational expertise in managing Army Control Points during various training exercises.
- Proficiently operated military vehicles, including Humvee 1097, LMTV 1088, and LMTV 1083, ensuring reliable and effective transportation in diverse scenarios.

National Veteran Legal Services Program

Information Technology Intern, Junior System Administrator

Arlington, VA

May 2025-Present

- Provided Tier 1 help desk support by diagnosing and resolving technical issues across Windows, Unix, and Linux systems via remote access tools and phone support via Fresh Desk Ticketing System.
- Delivered onboarding support for new hires by creating user accounts and assigning appropriate access permissions per NVLSP IT procedures.
- Deployed and configured hardware and software including desktops, laptops, virtual machines (AWS), printers, VoIP systems, networking devices, and peripherals.
- Troubleshoot and resolved basic TCP/IP and network connectivity issues in local and virtual environments.
- Administered Office 365 and Microsoft Azure environments, addressing user account, licensing, and application-related issues.
- Created, modified, and enforced Group Policy Objects (GPOs) through Microsoft Active Directory to ensure system compliance and security.
- Managed user access and settings through Zoom's admin console, supporting virtual communication infrastructure.
- Utilized Microsoft Defender for endpoint security management and threat resolution.

American University Veteran Services Office

Federal Work-study

Washington, DC

January 2022-May 2025

- Performed administrative tasks, including data entry and management, using Veteran Affairs databases in conjunction with Microsoft Excel and Office; assisted in department audits to ensure accurate tracking and completion of student training periods.
- Contributed to developing Veteran Newsletters and outreach initiatives, utilizing social media platforms and the infographic creation tool Canva for effective communication.
- Leveraged strong research skills to enhance social media outreach efforts, optimizing engagement and information dissemination.

Credit Collection Services

Customer Support Agent (CSA)

New Hampshire

June – August 2024

- Utilized databases from major insurance companies including Allstate, Progressive, Farmers, and Bristol West to track and manage outstanding debts.
- Negotiated and offered settlements to debtors, facilitating agreements that were mutually beneficial and aligned with company policies.
- Monitored debtor accounts to identify trends and potential issues, using data-driven insights to adjust strategies and improve collection outcome.