

Holden Clegg Paschal
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Summary

Highly motivated and customer-oriented computer information systems graduate seeking a technical support position to utilize customer service, technical, and problem-solving skills. Eager to contribute to a dynamic team and grow professionally in a collaborative environment.

Certifications

CompTIA A+	October 2023 - 2026
CompTIA Network+	December 2023 - 2026
CompTIA Security+	(Expected February 2024)
ID: COMP001022331521	

Education

Metropolitan State University of Denver	Denver, Colorado
<i>BBA in Computer Information Systems</i>	August 2016 – August 2022

Relevant Coursework

- Cybersecurity Essentials
 - Database Management Systems
 - IT Support and Troubleshooting
 - Networking Fundamentals
 - Systems Analysis and Design
 - Web Development
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Technical Skills

- **Hardware:** familiar with desktops, mobile devices, routers, switches, and peripherals.
 - **Operating Systems:** Windows, Windows Server, Ubuntu Linux, Android OS, macOS, iOS.
 - **Software:** Microsoft 365, Active Directory, anti-malware software, remote desktop software, ticketing software, virtualization software, command-line interfaces.
 - **Scripting:** PowerShell, Bash shell, Python.
 - **SQL:** strong understanding of SQL queries and database normalization principles for efficient data retrieval and manipulation.
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Additional Skills

- Excellent communication and interpersonal skills.
- Strong analytical and problem-solving abilities.
- Eagerness to learn and adapt to new technologies.
- Self-motivated and able to work independently or in a team.

Work Experience

Although my professional background might not be in IT, I am eager to bring my enthusiasm, technical knowledge, and problem-solving skills to this position. I am confident that with my commitment to continuous learning and dedication to excellence, I will make a valuable contribution to your team.

Fire on the Mountain Wash Park - <i>Food Service</i> Denver, Colorado	Line Cook (Jun 2022 - Jun 2023)
Planted Earth Landscaping - <i>Landscaping</i> Denver, Colorado	Supervisor (Oct 2021 - Jun 2022)
Nuggs Ice Cream - <i>Food Service</i> Denver, Colorado	Shift Lead (Sep 2017 - Oct 2019)
Subway - <i>Food Service</i> Denver, Colorado	Shift Lead (Sep 2016 - Sep 2017)
Qdoba - <i>Food Service</i> Longmont, Colorado	Shift Lead (Sep 2015 - Sep 2016)

Relevant Projects

Virtual Home-Lab Project

- Designed and implemented a small virtual computer-lab using VirtualBox.
- Configured and managed virtual Windows machines within a networked environment
- Gained hands-on experience in domain setup, group policies, and network configuration.

Microsoft SQL Server Project

- Created and managed a small database system using MS-SQL server to store and retrieve data efficiently.
- Implemented SQL queries to extract specific information from the database.
- Ensured data integrity and security measures were applied.

Portfolio Website Project

- Designed and developed a simple web site and several small web applications using HTML, CSS, and JavaScript.
- Conducted testing and debugging to ensure smooth functionality and responsiveness.