

Profiles

 [ivangoncharuk](#)

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Summary

Adaptable Computer Science graduate proficient in both software development and IT operations. Offers experience in IT help desk support, certified mobile device repair, and network setup, with capabilities in Python and web-based solutions. Eager to apply strong troubleshooting and development skills in software engineering or advanced IT support roles.

Education

Towson University
Computer Science

May 2025
Bachelor of Science

Qualifications

IT Support and Administration

Active Directory (User & Group Management), Help Desk Operations, KACE Ticketing System, TeamViewer, Workstation Configuration & Deployment, Technical Documentation, User Onboarding/Offboarding, Software Installation & Troubleshooting, Microsoft Office Suite Support

Hardware Diagnostics and Repair

PC/Laptop Hardware Troubleshooting, Component Replacement, Mobile Device Repair (Apple/Samsung/Google/Motorola), Peripheral Setup & Support (Printers/Scanners)

Programming and Scripting

Python, JavaScript, SQL, Bash, Java, C++, C, PowerShell

Platforms

Windows (Desktop & Server), Linux, macOS, Android, iOS

Networking and Cabling

TCP/IP, DNS, DHCP, LAN/WAN Configuration, Network Troubleshooting, Network Cable Installation & Termination (Cat5e/6), Wireless Networking (Wi-Fi Setup & Security), VPN Client Configuration

Software Development

Git, Docker, Node.js, Express.js, React, Next.js, RESTful APIs, SQL (MySQL/PostgreSQL), NoSQL, Agile Methodologies, Visual Studio Code, JetBrains IDE

Experience

uBreakiFix by Asurion

Mobile Repair Technician

May 2024 - September 2024
Hampden, MD

- Diagnosed and repaired hardware/software issues on 200+ mobile devices (Samsung, Apple, Google, Motorola), utilizing manufacturer-certified tools and specialized diagnostic software (Samsung Fenrir, Apple GSX, AST 2) for precise component-level fault isolation.
- Provided exceptional customer support by translating complex technical issues and repair processes into accessible terms, ensuring client understanding and satisfaction.

MileOne Auto Group

IT Help Desk

January 2024 - May 2024
Towson, MD

- Provided comprehensive Tier 1/2 IT support for 3,000+ employees, resolving issues related to Windows OS, hardware, printers, enterprise software (eLeads CRM, Reynolds & Reynolds ERA-Ignite), and network connectivity (LAN/WAN/VPN), utilizing the KACE ticketing system for service request management.
- Managed Active Directory for full user lifecycle support, including account creation, permission groups, and profile setup during employee onboarding/off-boarding, alongside configuring user workstations and addressing general network configuration issues.
- Contributed to IT infrastructure projects by setting up and configuring over 50 employee workstations, performing installation/routing of Cat5e/Cat6 network cabling, and authoring/updating technical documentation to enhance team efficiency and knowledge sharing.

US Census Bureau

Census NRFU Enumerator

August 2020 - November 2020
Queen Anne's County, MD

- Conducted in-person interviews to collect demographic data, ensuring accurate and complete submissions in adherence to federal guidelines.
- Managed and secured sensitive PII data on government-issued mobile devices, ensuring strict adherence to federal privacy and security protocols.
- Completed assignments independently, consistently meeting deadlines and productivity goals in a high-stakes environment.

Projects

Pallete

<https://github.com/DamiansPortfolio/COSC484-Group-Project>

Contributed to a team of student developers to build 'Pallete,' a MERN stack platform connecting creative professionals with project owners.

React, Vite, Redux, Tailwind, Node, Express, MongoDB, JWT, Bcrypt

TicTacToe with Socket Programming

<https://github.com/mreifer1/TicTacToe>

Developed a networked multiplayer TicTacToe game using Python and PySide6 for the GUI. Implemented client-server architecture using socket programming to enable real-time gameplay between two users.

AlgoViewer

<https://github.com/ivangoncharuk/AlgoViewer>

Interactive Python Application for Visualizing Sorting Algorithms. Features real-time graphics and customizable settings. Built with Python using the customtkinter GUI library.