James Smith

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Professional Summary

Google-certified IT Support Specialist transitioning from an 8-year career in Education. Adept at troubleshooting, system administration, and user support, with a proven ability to translate complex technical concepts into accessible solutions. Strong foundation in networking, operating systems, cybersecurity, and customer service. Known for a problem-solving mindset, clear communication, and a people-first approach, ready to contribute to IT support or help desk teams across NYC, CT, or NJ.

Work Experience

Special Education Teacher (Tech Support & IT Integration)

Brooklyn Dreams Charter School – Brooklyn, NY | December 2023 – Present

- Provided individualized support for diverse learners, adapting materials and troubleshooting digital tools to ensure accessibility
- Collaborated with multidisciplinary teams to manage digital platforms and systems
- Implemented data-driven decision making to track progress and developing IEP forms for each student
- Supported faculty with classroom technology troubleshooting and IT integration

General Education Teacher (EdTech & IT Support)

Fusion Academy – Boca Raton, FL | January 2018 – November 2023

- Developed lessons incorporating digital media, slides, and online tools
- Assisted students and faculty with learning management systems and device troubleshooting
- Managed data tracking and reporting across multiple subject areas
- Provided day-to-day tech support for students and staff in hybrid learning environments

Education

Bachelor of Science in Music Management, Florida Southern College – Lakeland, FL | Graduated December 2017

Certifications

Google IT Support Professional Certificate

Google Cybersecurity Professional Certificate

CompTIA Network+ Certification

Projects

IT Portfolio Website — Self-Directed Project (2025)

- Designed and deployed a professional IT portfolio website using GitHub Pages and modern web development practices.

- Integrated interactive sections showcasing IT knowledge areas (networking, security, virtualization, cloud computing).

- Researched and curated up-to-date industry resources on help desk automation, zero-trust security, passkeys, and Windows Cloud PC.

- Applied version control with GitHub to manage updates, troubleshoot errors, and refine site functionality.

- Demonstrated initiative and ability to independently deliver a working, professional-grade web presence.

Technical Skills

• Operating Systems: Windows, Linux, macOS
• Networking: TCP/IP, DNS, DHCP, VLANs, Routing & Switching
• Administration: Active Directory, User Account Management, Access Control
• Security: Firewalls, Security Software, Risk Mitigation
• Tools: Remote Support Tools, System Utilities, Printer Setup
• Ticketing & Documentation: Zendesk, Jira, Issue Tracking & Resolution
• Programming & Scripting: Python, Bash, JavaScript
• Automation: AI-Driven Workflows, Ansible
• Cloud & Virtualization: Software-Defined Networking, Cloud Networking
• Collaboration & Communication: Google Workspace, Agile Workflow