Samuel Kamar

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| **IT Help Desk Associate** |
| * Current Cybersecurity student offering a strong academic background in IT combined with work experience in customer service. * Specialized in configuring and troubleshooting computer systems. * Able to grasp new concepts quickly and efficiently.   **Relevant Skills**   |  |  |  | | --- | --- | --- | | **Technical** | **Professional** | **Business** | | * *Certifications*: CompTIA A+ | * Active Listening | * Customer Service | | * *Systems*: Windows 7/8/10; iOS; Android; Cisco IOS, Windows server 2016 | * Collaboration * Critical Thinking | * Adaptability * Conflict Resolution | | * *Languages*: Python |  |  | | * *Software*: Microsoft (MS) Office Suite; VMware, Hyper-V, Spice works Helpdesk |  |  | |  |  |  | |
| **Education** |

**Associate of Applied Science, Cybersecurity** Anticipated Graduation August 2022

Ivy Tech Community College Indianapolis, IN

GPA: 4.0; Dean’s List

***Relevant coursework:*** *Hardware/Software support, Networking I, Enterprise Computing, IT Customer Service, and Help desk Software.*

**Relevant Projects and Additional Training**

* **Fall 2020: Built Home Lab:** Selected and chose compatible PC part to build a working home lab; Made use of pcpartpicker to verify compatibility; troubleshooted and fixed display issues, used Hyper-V to Install Windows server 2016; Added users to respective OUs; Set and reset password based on password policies.
* **Packet Tracer:** Installed virtual routers, switches, and hosts based on network topology. Configured routers and switches settings for optimal performance; subnet both IPv4 and IPv6 address; troubleshooted and ensured communication between both IPv4 networks and IPv6 networks by pinging end points.
* **Password checker script:** Created a python script thatuses Pwnedpasswords API to check for leaked password; made used of request, hashlib, and sys python modules; implemented error handling procedures; employed k anonymity to improve privacy.

**Experience**

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| Securitas | Security Guard | Indianapolis, IN | December 2020-Present |
| Door Dash | Delivery Driver | Indianapolis, IN | August 2020-December 2020 |