

# **Malik Golden**

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## **PROFESSIONAL SUMMARY**

Entry-level Information Technology professional pursuing an Associate in Science (A.S.) in Computer Information Technology. Hands-on experience through academic labs with operating systems, software configuration, troubleshooting, and basic networking concepts. Currently developing CompTIA A+ foundational knowledge and seeking an entry-level IT role to support users, systems, and daily technology operations.

## **CORE IT SKILLS**

Windows OS installation, configuration, and troubleshooting • Computer hardware and peripherals • Software installation and updates • Basic networking fundamentals (connectivity, IP concepts) • User account support concepts • Structured troubleshooting methodology • Ticketing, documentation, and escalation awareness • Basic cybersecurity best practices

## **EDUCATION**

**Florida State College at Jacksonville (FSCJ)** — Associate in Science (A.S.), Computer Information Technology (In Progress)

Relevant Coursework: Software Configuration, Technical Support Fundamentals

## **HANDS-ON IT LAB EXPERIENCE**

Installed and configured Windows operating systems in lab environments • Troubleshoot hardware, software, and OS-related issues • Supported simulated end-user scenarios using structured problem-solving steps • Documented technical issues and resolutions following IT best practices

## **PROFESSIONAL EXPERIENCE**

### **Amazon Fulfillment Associate**

Worked in a fast-paced, technology-driven environment following standardized processes • Maintained accuracy and reliability while meeting performance metrics • Collaborated with team members to resolve operational issues and workflow disruptions

## **ADDITIONAL INFORMATION**

Strong written and verbal communication skills • Adaptable and detail-oriented • Comfortable learning new technologies • Motivated to build a long-term career in Information Technology