Preah Smith

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Skills

Systems & Platforms: Windows, macOS, Linux, iOS, Android, Docker, Microsoft Office, Git

Networking & Security: TCP/IP, Firewalls, Network Troubleshooting

Programming & Web: Python, JavaScript, HTML/CSS

Tools & Applications: POS & CRM platforms, Remote Support Tools, IT Ticketing Systems

Professional Skills: Problem-Solving, Communication, Time Management, Team Collaboration

Education

B.B.A. – Cyber Security – GPA: 3.75
University of Texas at San Antonio
Expected Graduation: Summer 2026

Projects

Home Lab - Linux Server & Media Management

• Designed and deployed a Linux-based home server, configuring bash scripts and ffmpeg for automated media organization and streaming.
• Implemented user account management and tested networking configurations, reinforcing practical skills in Linux administration and security.
• Documented setup and troubleshooting processes, building a foundation in system documentation and self-directed learning.

Certifications & Training

• CompTIA A+ (220-1201 & 1202) — 01/08/2026
• Tools of the Trade: Linux and SQL (02/2024)
• Connect and Protect: Networks and Network Security (04/2024)

Summary

I am a driven cybersecurity student at UTSA with hands-on experience in technical support, networking, and system troubleshooting. I am skilled in diagnosing complex IT issues, supporting diverse operating systems, and applying cybersecurity practices. Additionally, I am eager to grow in web development, software development, and information security while bringing strong communication and problem-solving skills to technical teams.

Experience

Technical Support Advisor – Apple | Remote
01/2024 – 07/2025
• Acted as the first point of contact for customers, providing remote technical support across Mac, iPhone, iPad, and Apple Watch.
• Resolved an average of 150+ cases weekly, guiding users through diagnostics, troubleshooting, and security best practices.
• Maintained a 97% customer satisfaction rating by delivering empathetic, clear, and efficient solutions in high-volume environments.
• Leveraged IT ticketing and CRM platforms to manage cases and track resolutions, ensuring timely follow-ups and accurate documentation.

Head Cashier – The Home Depot | Boerne, TX
01/2021 – 01/2024; 10/2025 – Present
• Supervised a team of cashiers and managed thousands of weekly transactions in a high-volume retail setting.
• Trained new employees on POS systems, compliance procedures, and customer engagement, improving team efficiency and reducing errors.
• Resolved escalated customer issues and technical POS challenges, reinforcing reliability as the go-to problem solver for store operations.
• Gained foundational experience in leadership, customer service, and technology-driven retail systems.