

# Preah Smith

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## SUMMARY

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

## 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

## EDUCATION

### Bachelor of Business Administration - Cyber Security

University of Texas at San Antonio

GPA: 3.75 | Expected Graduation: Summer 2026

## 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

## 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