Preah Smith

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Skills

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

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

Other Technical: Python, JavaScript, HTML/CSS, POS & CRM platforms

Soft Skills: Problem-Solving, Clear 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 – Built and managed a Linux-based server using bash scripting and ffmpeg for media management.

Certifications & Training

• CompTIA A+ (220-1201) — Core 1 Passed, Core 2 In Progress (Expected 10/2025)
• Tools of the Trade: Linux and SQL (02/2024)
• Connect and Protect: Networks and Network Security (04/2024)

Summary

Motivated IT professional and cybersecurity student with hands-on experience in technical support, system troubleshooting, and networking. Skilled in supporting diverse operating systems, managing user issues remotely, and assisting with IT infrastructure and cybersecurity practices.

Experience

Technical Support Advisor – Apple | Remote
01/2024 – Present
• Served as first point of contact for technical support across Mac, iPhone, iPad, and Apple Watch.
• Delivered empathetic, high-volume support (150+ calls weekly) across Apple devices, achieving a 97% satisfaction rate.
• Guided customers through remote diagnostics, issue resolution, and security best practices.
• Maintained knowledge of Apple systems while multitasking across IT ticketing and CRM platforms.

Head Cashier – The Home Depot | Boerne, TX
01/2021 – 01/2024
• Supervised cashier team, handled high-volume transactions, and resolved customer issues.
• Trained employees on POS systems, process compliance, and customer engagement.
• Gained early exposure to problem-solving in a fast-paced, technology-driven retail environment.