

# 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) — Core 1 Passed, Core 2 In Progress (Expected 01/2026)
- 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.