Shannon "Nikki" Bittinger

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PROFESSIONAL SUMMARY

IT and AI-focused technology professional with CompTIA A+ certification, IBM AI Fundamentals, and hands-on experience in troubleshooting, system administration, scripting, and AI integration. Skilled in Windows and Linux systems, networking fundamentals, and basic software development. Seeking technical support, systems, or AI solutions roles where I can leverage a strong foundation in IT, security, automation, and emerging technologies.

CERTIFICATIONS

- CompTIA A+, July 2025

- IBM Artificial Intelligence Fundamentals, August 2025

TECHNICAL SKILLS

- Operating Systems: Windows 10/11, Linux (Ubuntu basics)

- Networking: TCP/IP, DNS, DHCP, VPN setup and troubleshooting

- Programming/Scripting: Python, HTML, CSS, basic PowerShell

- AI Tools: LLM prompt engineering, AI model integration, local model setup (Ollama, LM Studio)

- Cloud & Virtualization: Basic AWS concepts, VMware, Hyper-V, VirtualBox

- Hardware: PC assembly, repair, and maintenance

- Security: Security+ fundamentals, user account management, system hardening basics

SOFT SKILLS

- Highly motivated and eager to learn

- Strong time management and prioritization

- Organized and detail-oriented

- Excellent communication and customer service

- Adaptable to fast-paced environments

EDUCATION

Midlands Technical College, South Carolina - Associate in Science

January 2018 - May 2020

- Graduated with 3.5 GPA

- Member of Phi Theta Kappa Honor Society and The National Society of Leadership and Success

- Graduated with Honors and on the Scholars List

PROFESSIONAL EXPERIENCE

Savers, Sioux Falls, South Dakota - Merchandiser

December 2024 - Present

- Maintain and organize merchandise displays in a high-volume retail environment

- Monitor inventory levels and ensure timely replenishment

- Provide excellent customer service and adapt quickly to shifting priorities

- Train and mentor new team members

PROJECT HIGHLIGHTS

- Developed "ThriftLink" prototype using HTML, CSS, JavaScript, and Firebase for inventory management.

- Built local AI assistant prototype using Ollama and retrieval-augmented generation (RAG) over study materials.

- Created multiple IT lab projects including network configuration, virtualization setups, and OS deployment tests.