

Tyler Schwartz

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Education + Certifications

Google Cybersecurity Certification

Certified October 14th, 2023

CompTIA Security+ (In-Progress)

Estimated Exam Date: December, 2025

Associate's in Cybersecurity (In-Progress)

Anne Arundel Community College

Expected: May 2025

Technical Skills

- Customer Service
- Troubleshooting
- Fundamentals of Active Directory
- Modern operating systems (Windows 10, Windows Server 2019, IOS, Android, MacOS and Kali Linux)
- Virtual labs (VMware, Parallels, VirtualBox)
- Fundamentals of Python, JavaScript, and SQL
- Network protocols and concepts (TCP/IP, UDP, ICMP, DHCP, DNS, VPN etc.)
- Microsoft office applications (Word, Excel, PowerPoint)
- Linux system configuration and shell scripting
- Basic command-line functions
- Wireshark

Experience

IT Technician | Littlestown Area School District, Littlestown, PA

JUNE 2024 — PRESENT

- Developed and implemented a monthly Q&A document to enhance the technology experience for users, resulting in a reduction in support tickets and improved communication between teachers, staff, and the technology team.
- Utilized Jamf for configuration and management of Apple devices, ensuring efficient deployment and maintenance of macOS and iOS systems for a large user base.
- Administered Active Directory and Google Admin to manage user accounts, permissions, and security settings, ensuring smooth access and operation across the network.
- Provided comprehensive troubleshooting for hardware and software issues, supporting approximately 3,000 users and resolving problems in a timely manner to minimize downtime.
- Managed the deployment and setup of MacBooks and iPads for staff and students, ensuring that devices were properly configured and ready for use.
- Configured and troubleshot network appliances, including switches and routers, to maintain and optimize network performance and connectivity.

Appliance Sales Associate | Home Depot, Westminster, MD

OCTOBER 2022 — JUNE 2024

- Provided personalized appliance recommendations based on customer needs.
- Stayed updated on product and technology information.
- Managed sales orders from preparation to delivery.
- Coached and trained new sales associates.
- Managed customer transactions in POS system.

Administrative Assistant | Peterson Technologies, Elkridge, MD

OCTOBER 2019 — MARCH 2020

- Managed meetings, appointments, and events scheduling.
- Handled administrative and clerical tasks, including data entry.
- Assisted in recruitment activities.
- Prepared and edited various business documents.

Electrical Apprentice | R.E. Newcomb Electric, Laurel, MD

SEPTEMBER 2017 — OCTOBER 2019

- Diagnosed and traced short circuits, ensuring wiring integrity.
- Examined electrical units for issues, performing repairs as needed.
- Measured, cut, and bent wire and conduit for installations.
- Stripped insulation from wire ends and connected wires for soldering.