

Sean Ibeziako

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SUMMARY

IT Support and Cybersecurity student with hands-on experience in enterprise network design, Windows administration, and technical troubleshooting. Track record of resolving 100+ support inquiries under SLA and maintaining 100% documentation accuracy. Pursuing CompTIA A+ and Security+ certifications. Targeting IT Support, Help Desk, or Junior Cybersecurity roles.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server, macOS, Linux/Unix

Help Desk & Support: ServiceNow, Jira, Remote Desktop (RDP), TeamViewer, End-User Support, Hardware/Software Troubleshooting, Incident Management

Systems Admin: Active Directory, Microsoft 365, Group Policy, Exchange Online, Azure AD, PowerShell, Backup & Recovery

Networking: TCP/IP, DNS, DHCP, VPN, VLANs, OSPF, NAT/PAT, ACLs, 802.1Q Trunking, Cisco Packet Tracer

Security & Tools: Wireshark, VirtualBox/VMware, Event Viewer, Log Analysis, Patch Management, Security Policies

Core Competencies: Technical Documentation, Root Cause Analysis, SLA Management, ITIL Basics, Asset Management, Customer Service

PROFESSIONAL EXPERIENCE

DC Warehouse Equipment Operator I

Dec 2024 - Nov 2025

Ferguson

Brookshire, TX

- Troubleshoot 30+ daily RF scanner, wireless connectivity, and peripheral device issues across 200,000+ sq ft facility supporting 50+ active users per shift
- Created 5+ knowledge base articles with standardized troubleshooting procedures, reducing repeat device issues by an estimated 25%
- Maintained 100% accuracy in incident logging and equipment documentation across 11 months, enabling leadership to track and resolve recurring hardware defects
- Collaborated with operations and IT teams to escalate complex access and connectivity issues, averaging under 30-minute resolution

Platform Operations & Support Associate

May 2023 - Dec 2023

Depop

Remote, United States

- Resolved 100+ user inquiries per cycle across payment processing, account access, and platform functionality for a marketplace serving 30M+ global users
- Achieved and maintained 5-star customer satisfaction rating over 8-month tenure while consistently meeting 2-hour SLA response targets
- Reduced repeat ticket volume by an estimated 20% through root cause analysis, pattern identification, and standardized resolution procedures

Operations Systems Associate

Jan 2022 - May 2023

Amazon (ABHM Logistics)

Katy, TX

- Maintained 98% on-time delivery rate across 150+ daily deliveries by troubleshooting mobile logistics apps, GPS routing, and dispatch tools
- Identified and reported 10+ system glitches impacting operational accuracy, contributing to workflow improvements

TECHNICAL PROJECTS

Scalable Enterprise Network Simulation

Nov 2025 - Dec 2025

Cisco Packet Tracer - Academic Project

- Designed and deployed Hub-and-Spoke campus network with Collapsed Core architecture supporting 3 VLANs, 6+ endpoints, and 3 subnets across Admin, Sales, and Management divisions
- Configured Inter-VLAN routing via Router-on-a-Stick (ISR 4331) with 802.1Q trunking on Catalyst 2960 switches, deploying centralized DHCP with per-VLAN pools
- Implemented NAT Overload (PAT) and ACL-based edge security, validated full connectivity achieving 100% pass rate

EDUCATION

Texas State Technical College

Aug 2024 - Apr 2026 (Expected)

Associate of Applied Science in Cybersecurity

Waco, TX

Honors: Scholastic Excellence Award, Chancellor's Honor Roll | GPA: 3.8

CERTIFICATIONS

CompTIA A+ - In Progress (Expected Q2 2026) | CompTIA Security+ - In Progress (Expected Q3 2026)