

Troy Boothe

St. Augustine, Florida | (904)295-6555 | troyboothe@hotmail.com |



Professional Summary

Aspiring IT professional with hands-on experience in networking and a strong background in customer service. Skilled in installing and configuring routers, switches, and access points for home and small business environments. Currently pursuing an A.S. in Networking/Information Technology, with a keen interest in remote IT support and networking roles. Known for excellent problem-solving skills, adaptability, and the ability to communicate technical concepts to non-technical users

Technical Skills

- Networking: Installation & configuration of routers, switches, access points
- Protocols: TCP/IP, DHCP, DNS, VPN, VLAN
- Operating Systems: Windows, Linux
- Customer Service: Communication, problem resolution, multitasking
- IT Tools: Packet Tracer, basic scripting

Relevant Experience**Freelance IT & Network Installation (2022-2023)**

- Designed and deployed wired/wireless networks for home and small business clients
- Configured routers, switches, and access points for optimized performance
- Assisted clients with troubleshooting connectivity and security issues
- Educated non-technical users on best practices for maintaining their networks

Barista & Customer Service Professional (2017-Current)

- Provided exceptional customer service in fast-paced environments
- Developed strong problem-solving skills by handling customer concerns efficiently
- Communicated effectively with team members and customers to ensure smooth operations
- Adapted quickly to changing demands, multitasking between customer interactions and operational tasks
- Built rapport with a diverse customer base, strengthening interpersonal communication skills

Education & Certifications

A.S. in Networking/Information Technology (*Expected 2025*)

Florida State College of Jacksonville (Remote)

Certifications (in progress)

- CompTIA Network+
- Cisco CCNA

Projects

- **Home Lab Setup:** Built a test network using Packet Tracer, simulating real-world networking scenarios
- **Network Troubleshooting Challenge:** Diagnosed and resolved network issues in a simulated environment

Additional Sections

- **Languages**
English, American Sign Language