

Timothy Smith

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PROFILE

With **1½ years** of IT experience, I excel with hardware, software, and network support in a fast-paced educational environment. Skilled at workstation setup, system maintenance, and documentation. Focused on delivering reliable service, learning new technologies quickly, and supporting daily operations with attention to detail. Resolve **95%** of support tickets on first contact.

EDUCATION

Associate in Science: Computer Information Systems Graduated May 2025
Lehigh Carbon Community College, Schnecksville, PA

Bachelors in Science: Information Technology Expected Graduation May 2027
Kutztown University, Kutztown, PA

SKILLS

IT Support & Tools: Windows/macOS support, OS imaging, AV setup, Microsoft 365, TOPdesk ticketing system, documentation, inventory tracking, printer support

Admin & Systems: Active Directory, SCCM, PDQ, Deep Freeze, MFA (Yubikey/Okta), Bomgar, Keepass

CERTIFICATIONS IN PROGRESS

CCNA (Cisco Certified Network Associate) Expected Fall 2025

EXPERIENCE

Jr. IT Support Technician January 2024 - Now
Lehigh Carbon Community College, Schnecksville, PA

- Provide daily IT support for a campus population of **7,000+** students and **500+** employees
- Troubleshoot hardware, software, and peripheral issues across Windows, macOS, and mobile devices campus-wide
- Assist users with basic network troubleshooting, including Ethernet/LAN connectivity, VPN access, and Wi-Fi configuration
- Automate field inputs in the TOPdesk ticketing system using Standard Solutions, reducing manual input time by **~30%**
- Deploy and update Windows OS on **200+** devices following standard configuration for student and staff access
- Collaborate with 10-member IT Support team to manage ticket volume and provide quality service

Omni Associate (Seasonal) November 2023 – January 2024
Dick's Sporting Goods, Allentown, PA

- Assisted **200+** customers throughout peak holiday shifts, improving time management, customer service, and communication skills
- Collaborated with coworkers across different departments to fulfill **2,000+** omni-channel orders (Ship from Store, BOPIS, Curbside pick-up)