Trenton Carter

IT Support & Cybersecurity Student

trentonmcarter@gmail.com
Linkedin
7249841442
Carmichaels, PA, 15320, United State

Work Experience

Information Technology Intern   May 2025 - Present

Centerville Clinics, Inc. | Fredericktown, Pennsylvania

Resolved 100+ helpdesk tickets across 13 clinic sites, improving response times and end-user productivity. Provisioned and decommissioned 50+ user accounts in Active Directory, Microsoft 365, and Azure AD, ensuring secure and efficient access. 50+ employees enrolled in MFA with Microsoft Entra and YubiKeys, strengthening organizational security posture. Deployed and decommissioned 100+ laptops/desktops, imaging Windows 11 with BitLocker encryption and joining systems to the domain. Supported upgrades to access control/security systems (ESI, Cansec, Unifi), enhancing physical security of clinical infrastructure. -Assisted with VLAN setup for a new security camera system and troubleshooting VoIP switches, improving network reliability.

Social Media Manager   Jan 2024 - Present

Wittenberg University | Springfield, Ohio

Managed digital content strategy using Canva, CapCut, and analytics tools to boost student engagement. Collaborated with leadership, coordinated campaigns, and applied technical and organizational skills transferable to IT support, communication, and project execution.

Clerk Typist   Jun 2024 - May 2025

Centerville Clinics, Inc. | Fredericktown, Pennsylvania

Spearheaded a digitization initiative of 1,000+ sensitive records (board minutes, union contracts, HR files), creating structured SharePoint directories that improved document retrieval speed for executives and compliance staff. Ensured secure handling of confidential records in line with HIPAA and organizational privacy policies, strengthening regulatory compliance. Designed and maintained folder hierarchies with access controls, reducing risks of unauthorized access and improving audit readiness. Assisted with IT infrastructure upgrades, including VoIP switch installation and CAT6 cabling, enhancing communication reliability across clinical sites. Supported desktop and laptop lifecycle management (tagging, imaging, scrapping, secure SSD/RAM removal) to maintain data integrity and asset tracking in Asset Tiger.

Education

Wittenberg University   Aug 2022 - Present

B. A. Computer Science with a Concentration in Cybersecurity
Minors: Business
Courses: Computer Programming I, Intro to Cybersecurity, Prin of Computer Organization, Computer Programming II
GPA: 3.3
Student-Athlete, Wittenberg University Football – Built leadership, teamwork, and discipline balancing athletics with academics. Iron Tiger Award – Football Strength & Conditioning Leadership Award