**Trent M. Dozier**

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**Professional Summary**

Resourceful and experienced IT Support Specialist with over 15 years of hands-on technical support across residential and business environments. Proven ability to troubleshoot hardware, software, and network issues with precision and empathy. Recently earned a Google Cybersecurity Certificate, expanding into modern tools like SIEM, Splunk, and Python. Passionate about learning, problem-solving, and growing into more advanced technical roles within software-driven organizations.

**Certifications**

**Google Cybersecurity Professional Certificate** — Coursera, 2024

* Covered threat detection, SIEM tools, Splunk, basic Python scripting, and incident response fundamentals
* Completed hands-on labs and capstone projects simulating real-world security scenarios

**Technical Skills**

* **Support Tools:** Windows OS, basic Linux, remote desktop, printer/network setup
* **Security:** Malware removal, endpoint protection, basic SIEM workflows
* **Networking:** Router/modem configuration, LAN/WAN troubleshooting
* **Software:** Splunk, Google Workspace, Microsoft 365, basic Python
* **Version Control & Deployment:** GitHub, FastAPI (learning), Railway (deployment exposure)
* **Soft Skills:** Customer service, problem-solving, patience, adaptability

**Professional Experience**

**Hellotech** — IT Support Technician (Contract) *2019–Present*

* Delivered on-site and remote technical support for residential and small business clients
* Diagnosed and resolved issues with computers, printers, routers, and software
* Provided malware removal, network optimization, and user education
* Maintained high customer satisfaction through clear communication and timely fixes

**SupportSpace** — Field Technician (Contract) *2010–2018*

* Provided in-home and business tech support across a wide range of devices and networks
* Specialized in malware removal, printer setup, and network troubleshooting
* Operated independently as a 1099 contractor, managing scheduling and client relations
* Adapted to diverse environments and technical challenges with minimal supervision

**Webroot Software** — Malware Removal Engineer *2007–2010*

* Investigated and removed advanced malware not yet detected by antivirus definitions
* Collaborated with internal teams to analyze zero-day threats and improve detection
* Documented threat behavior and contributed to internal knowledge base
* Gained deep insight into endpoint security and malware evolution

**Projects & Learning**

**Tao Trader (Personal Project)** — 2025

* Built a modular trading journal using FastAPI, GitHub, and Railway for deployment
* Collaborated with AI to design endpoints, handle JSON data, and implement analytics
* Gained practical experience with Python, version control, and web deployment workflows
* Focused on reliability, error handling, and incremental learning through hands-on development

**Leadership & Community**

*Include only if applying to companies that value soft skills or community involvement*

**YPR (Young People in Recovery)** — Chapter Leader & Program Coordinator

* Led community outreach and support initiatives
* Facilitated workshops and peer support groups
* Developed strong communication and leadership skills