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WORK EXPERIENCE

Self-Study (Professional Development) | IT Self-Study   Sep 2021 - Present
- Studying for CompTIA Security+ to deepen knowledge of networking concepts, security, infrastructure, and troubleshooting for IT roles.
- Previously developed foundational skills in Front-End Web Development before transitioning to IT, gaining experience in HTML, CSS, and JavaScript.

In-Store Shopper | Instacart   Aug 2020 - Aug 2021
- Managed inventory and customer orders using Instacart's technology platform, demonstrating strong technical aptitude.
- Provided excellent customer support through communication, which led to higher satisfaction and repeat customers.

Store Associate | Finish Line   Oct 2018 - Sep 2020
- Collaborated with team members to streamline operations, improving workflow efficiency and resolving issues in a fast-paced environment.
- Demonstrated troubleshooting skills by addressing customer concerns and resolving product-related issues in a timely and effective manner.

EDUCATION & CERTIFICATIONS

CompTIA A+   *Issued* Feb 2025
CompTIA Network+   *Issued* Mar 2025
CompTIA Security+   *Issued* Mar 2025
South County High School - Diploma   2018

PROJECTS

Cloud-Based Web App   Mar 2025
Deployed secure web app on AWS   AWS EC2 (Free Tier)
- Deployed a secure web application on an AWS EC2 instance, configuring Apache to serve a simple HTML page and setting up firewall rules for controlled access.

Home Lab Setup (Networking & Virtualization)   Feb 2025
Replicating entry-level Helpdesk duties   VirtualBox | Windows Server 2016
- Configured VirtualBox with Windows Server 2016, including linked clones, RDP, domain settings, and TCP/IP, and managed Active Directory with template user accounts and GPOs.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server (basic knowledge), Linux (currently learning)
IT Support & Administration: Active Directory, Microsoft Office 365, Outlook, Slack, Zoom, TeamViewer
Programming & Scripting: JavaScript, HTML5, CSS3, Python (currently learning)
Troubleshooting & Diagnostic Tools: Windows Event Viewer, Task Manager, Resource Monitor