

EDUCATION

- 2022-2024 **Bachelor of Science, Information Technology**
Towson University, Towson MD
- Dean's List Academic Achievement Award Recipient
 - Relevant Coursework: Cloud Computing for Enterprises, System Administration and Maintenance and Fundamentals of Networking
- 2019-2023 **Associate of Science, Computer Science**
Community College of Baltimore County, Essex MD
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EXPERIENCE

- May 2023-Present **IT SUPPORT TECH II**
Mercy Medical Center, MD
- Troubleshoot and resolve hardware, software, and networking issues, ensuring minimal downtime for hospital staff.
 - Deployed operating system via PXE and SCCM, ensuring that all devices are up-to-date with Windows OS and latest security patches.
 - Collaborate with project teams and other IT teams (Epic, ESM, Server, Audio Visual, IT Logistics) to ensure seamless operations and support for hospital staff.
 - Provide on-site and remote support across multiple hospital locations, ensuring critical systems remain operational
 - Restored a high-priority wireless PA clock system in 50+ patient rooms, improving communication efficiency by 20%.
 - Managed new site launch project, including setup of 30+ desktops and peripherals, printer assignments, cable management and networking.
- Aug 2022-May 2023 **IT SUPPORT TECH I**
Mercy Medical Center, MD
- Provided hardware and software troubleshooting for HP desktops, laptops, Zebra printers, and other endpoint devices.
 - Utilized Active Directory to administer user accounts and computer policies, enforcing security through access control for network, file shares, and applications.
 - Use tools like Remote Control Viewer and Bomgar to provide remote assistance to users, enabling quick resolution of technical issues without the need for on-site visits.
 - Monitored and maintained 100+ thin clients via VMware and IGEL, ensuring 99.9% uptime.
- Jan 2022-Aug 2022 **CONSULTATION AGENT**
Best Buy/Geek Squad, MD
- Controlled reservations and walk-ins of 2,000+ clients seeking device repair and/or diagnosis.
 - Managed ticketing system handling 50+ service orders daily, achieving a resolution rate of 95% within first contact.
 - Diagnosed and resolved a wide range of software, hardware, and connectivity issues while delivering technical training on hardware/software to clients.
 - Consistently met monthly net customer score with an average of 98% client satisfaction with service.

May 2021-Jan 2022

CUSTOMER EXPERIENCE SPECIALIST

Best Buy/Geek Squad, MD

- Served as a store round advisor in varying departments such as mobile, home theater, smart home IoT and computer technologies.
 - Assisted customers with device diagnoses & troubleshooting for issues with network devices (modems/routers & switches), two-factor authentication setups, and software installations.
 - Maintained an average top customer satisfaction score rating of a 100 by delivering exceptional service and personalized solutions.
 - Achieved monthly title of Top Sales Representative, registering the highest number of customers for a company service plan, boosting traffic and revenue by 15%.
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FREELANCE & VOLUNTEER IT WORK

Sep 2017-Present

TECHNICAL SUPPORT

House of Praise Baltimore, MD

- Manage video & network equipment such as PTZ cameras and HDMI over Ethernet adapters used for weekly event streaming.
- Maintain institution's uptime by troubleshooting desktop, laptop, and server computers, ensuring functionality and reliability
- Design graphical flyers for special events held at the institution.
- Direct the video production of the weekly streams alongside team members. Support the installation and configuration of network infrastructure.

Dec 2023

MASTERCARD CYBERSECURITY VIRTUAL EXPERIENCE PROGRAM ON FORAGE

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team.
 - Helped identify and report security threats such as phishing.
 - Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams.
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CERTIFICATIONS

- **CompTIA Cybersecurity Analyst+ (CySA+) – CompTIA (Expected Feb 2025)**
 - **CompTIA Security+ – CompTIA (June 2024)**
 - **Certified in Cybersecurity (CC) – ISC2 (June 2024)**
 - **Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) – Microsoft (May 2023)**
 - **Google IT Support Professional Certificate – Google (Aug 2023)**
 - **Google Cybersecurity Specialization – Google (Dec 2023)**
 - **Microsoft Certified: Azure Fundamentals (AZ-900) – Microsoft (July 2022)**
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TECHNICAL SKILLS

- **Hardware & Networking:** Cisco, VisiPlex, TP-Link, Firewalls, HP, Dell, Zebra, IGEL Thin Clients, Raspberry Pi, Synology, VisiPlex PA Systems, Wireshark
- **Software & Tools:** Ivanti, SCCM, ManageEngine, SIEM, Imprivata, Process Explorer, Bomgar, Cisco Finesse, Webex, Remote Control Viewer
- **Cloud & Virtualization:** Azure Portal, VMware, Citrix Storefront/Director
- **Scripting & Troubleshooting:** PowerShell, CMD
- **Operating Systems:** Windows (7, 8, 10, 11, Server 2022), MacOS, Ubuntu, iOS, Android, ChromeOS
- **Productivity & Design:** Microsoft 365, Google Workspace, Adobe Acrobat, Photoshop