

Information Technology (IT) Support Specialist

Detail-oriented and technically astute IT Specialist with 5+ years of experience providing Tier 1–2 support, deploying and configuring workstations, and resolving hardware/software issues across remote and in-office environments.

Proven track record in configuring secure VPN access, maintaining IT asset inventories, and enhancing system uptime and user satisfaction through strategic planning and execution. Well-versed in deploying cloud-hosted web applications and collaborating in version-controlled environments using GitHub. Adept at diagnosing network connectivity issues, imaging systems, and managing help desk operations by leveraging advanced industry-standard tools. Recognized for strong communication, customer service, and teamwork with a strong history of streamlining onboarding and boosting support efficiency.

Technical Proficiencies: *IT Support & Remote Access:* Remote support | Workstation setup | Configure VPNs | SonicWall NetExtender | Teams | **Asset & IT Management:** IT asset management | Snipe-IT | **Development & Collaboration Tools:** GitHub | Jira | Visual Studio Code | **Programming Languages:** HTML | Java | Python

Areas of Expertise

IT Support & Troubleshooting | Help Desk Operations Monitoring & Supervision | | VPN Configuration | Ticketing Systems | Windows OS & Microsoft 365 | Remote Desktop Support | Network Fundamentals | System Imaging & Deployment | IT Asset Management | Technical Documentation | CI/CD (Bitbucket Pipelines) | Customer Service & User Training

Education & Certifications

- **Bachelor of Science in Computer Information Systems**, Minor in Music Technology | University of Dayton, 2021 – 2025
- *CompTIA A+ (In Progress)*

Career Experience

Information Technology Specialist | KeyBridge Medical Revenue Care | Lima, OH **May 2020 – Present**

Improved operational stability and performance through the installation and integration of workstation hardware into local area networks (LAN). Enabled consistent and encrypted access to internal systems by administering secure VPN connectivity for remote staff using SonicWall NetExtender. Retained detailed hardware inventory and lifecycle records through the utilization of Snipe-IT, aimed at enhancing asset tracking and reducing administrative overhead. Executed complete system deployments at off-site locations, aligning hardware and software configurations across office and remote setups.

- Provisioned and configured over 30 remote workstations, accelerating onboarding and improving remote work readiness.
- Standardized system setup protocols, contributing to a more efficient and scalable IT support model.
- Recognized as July 2024 FISH of the Month (Employee of the Month) for outstanding performance and commitment to service excellence.

Key Projects

Clink – Content Creator Hiring App | www.clinkapp.org

- Built a cross-platform mobile application by using React Native (tested in Android Studio) to connect businesses with content creators based on portfolios, rates, and availability.
- Integrated Firebase for user authentication and real-time database operations; used Cloudinary for secure media uploads.

Interactive Portfolio Website

- Designed and deployed a full-stack portfolio site hosted on Azure, containerized with Docker, and maintained via automated CI/CD using BitBucket Pipelines.
- Integrated interactive features, like a real-time clock, chatbot, and weather search to reveal front-end and deployment capabilities.

Web Administrator – Capstone Project | Society of Women Journalists | Dayton, OH **January 2025 – May 2025**

Launched and managed a Django-based web application hosted on Render to ensure reliable performance and seamless user access. Drove backend functionality by integrating advanced administrative tools, such as data import/export capabilities and intelligent search indexing. Collaborated with development teams using GitHub for version control, ensuring efficient code management and team coordination.

- Optimized data architecture and standardized formatting to enable consistent and scalable content delivery.
- Delivered a fully functional content management system that streamlined backend operations and supported sustained content reliability.