Carolina Student

252.328.9631   cetcareers@ecu.edu   Greenville, NC 27858

OBJECTIVE

Seeking a full-time position with Bandwidth utilizing my experience in information technology support, resolving security anomalies, and maintenance of operating systems.

EDUCATION

Bachelor of Science in Information and Computer Technology   **May 2021**
Information Security and Information Technology Concentrations
East Carolina University, Greenville, NC

Relevant Coursework: Intrusion Detection Technologies, Information Assurance Technologies, IT Regulations & Policies, Enterprise Information Technology Management, Fundamental Network Security, Web Services Management

Associates in Applied Science in Network Technology   **May 2019**
Pitt Community College, Winterville, NC

SKILLS

Windows Server 2008	Wireless Troubleshooting	VoIP	Telecommunications
Cisco Switch/Routers	SNORT	Windows 7, 8, & 10	Site Surveys
Linux Command Line	VMWare Workstation	Ubuntu Linux 10.04	Mac OS X

RELEVANT EXPERIENCE

Technician   **January 2021-Present**
East Carolina University ITCS Pirate Tech Support Center, Greenville, NC
- Remove adware and malware from student computers in order to main proper functioning.
- Foster excellent customer relationships with students by assisting with Microsoft Office installations, network/wireless troubleshooting, and repair/replacement of defective parts.
- Maintain a 3.9 GPA through effective time management while working approximately thirty hours a week.

Technology Analyst   **August 2020-November 2020**
East Carolina University Athletics, Greenville, NC
- Analyzed video footage of opponent teams through proprietary software, logging game events in database, and allowing coaches to query specific events through customizable filters.
- Provided live analysis for university games through persistent focus and attention to minor details in a fast-paced, chaotic environment.

Summer Technology Intern   **May 2020-August 2020**
Automatic Data Processing, Inc., Roseland, New Jersey
- Assisted in the planning and implementation of a call quality monitoring solution for over 60,000 telephone lines throughout 120 sites which utilize multiple technologies.
- Aided in coordinating an IP Address Management (IPAM) solution to allocate and provision IP addresses for over 1,000 voice hardware devices.
- Configured and deployed IBM servers for internal production applications including Avaya Communication Manager.

AFFILIATIONS

Association of Technology, Management, and Applied Engineering, Member