

## SUMMARY

IT Support Specialist transitioning from public service, bringing CompTIA A+, Google IT Support Professional, and ISC2 CC certifications with hands-on Windows/macOS troubleshooting experience. Skilled in end-user support and service coordination, known for translating technical issues into plain language for diverse users.

Core Competencies: Help Desk | Ticketing (ServiceNow/Jira concepts) | Windows/macOS Support | O365 | VPN/TCP/IP | DNS/DHCP | Basic Active Directory Concepts | Security Awareness (MFA/Phishing) | ASL (Fluent) | Remote Support

## CERTIFICATIONS

- CompTIA A+ (220-1201 & 1202) | Earned 1/10/2026
- CompTIA Network+ (N10-009) | Earned 3/28/2026
- Google IT Support Professional | Earned: 8/2025
- ISC2 Certified in Cybersecurity | Earned: 11/2024

## TECHNICAL SKILLS

- Operating Systems: Windows (10/11), macOS, Linux (Basics) troubleshooting scripting concepts
- Networking: TCP/IP, VPNs, DNS/DHCP, Routing
- System Administration: Active Directory/Azure AD concepts, User/Group Management, O365 Administration (user/Mailbox Management)
- Help Desk Tools: Ticketing Systems, MS 365 Suite, Remote Support (Quick Assist/Teams)
- Security: IT Troubleshooting, Security Awareness (MFA/SSO, Phishing awareness, malware removal best practices, incident response basics)
- Software Troubleshooting: Application errors, updates, basic scripting concepts
- Operational Procedures: Documentation, change management, safety protocols

## EXPERIENCE

### Analyst I /Service Coordinator | CA Dept. of Rehabilitation

Jan 2021 – Present

- Managed an average caseload of 200-250 participants within the AWARE case management system, ensuring timely documentation and service record maintenance.
- Facilitated an average of 18 new client referrals per month by coordinating accessible virtual meetings (using Zoom/Teams) and managing required intake documentation.
- Provided Tier 1 End-User Support for staff and clients by troubleshooting minor system issues (e.g., password recovery, lost emails, document retrieval in AWARE, etc.).
- Assisted with user onboarding via Workday, including documentation submission and mandatory trainings
- Maintained a near-perfect data integrity record with zero reportable PII breaches across a 200+ participant caseload. Adhered to strict federal and state regulations by completing mandatory annual training on Information Security and Privacy Awareness.

### Management Services Technician | CA Dept. of Corrections

April 2019 – Jan 2021

- Inputted and analyzed complex inmate rehabilitation data across five distinct high-security facilities (Level 1-4) and multiple external programs (e.g. AA, NA, Anger Management, etc.). Maintained documentation for attendance and specialized diet compliance.
- Authored the desk procedural manual for a newly created position, successfully documenting complex workflows and records management processes to facilitate seamless training and transition

for replacement staff.

Management Associate | Hertz Rent A Car

Nov 2018 – April 2019

- Resolved 90% of hardware and point-of-sale (POS) equipment issues in-house, ensuring near-continuous operational uptime during high-volume periods.
- Processed complex rental workflows (walkthrough, upsell, documentation) within a 10–20-minute turnaround, leveraging CRM software to manage customer data and sales reports.
- Answered inbound calls for information requests.
- Entered data and tracked sales reports in Salesforce.
- Troubleshoot basic technical issues independently as needed.
- De-escalated irate customers as needed during disputes over rental requirements, cost, service, etc.

#### KEY PROJECTS/HOME LAB

- Home Lab Environment: Currently building a secure network environment for learning, utilizing a Router/Firewall (pfSense/OPNsense), Managed PoE Switch, Wireless Access Point (WAP), and 4-Bay NAS for centralized storage, data redundancy, and security management.

#### EDUCATION

Western Governors University

BS Cybersecurity and Information Assurance (Expected: October 2028) | BA Interdisciplinary Studies & K-8 Credential (Earned May 2017)

#### ADDITIONAL SKILLS

- Fluent in American Sign Language
- Completed two leadership cohorts involving collaboration and regular presentations
- Led a community youth group in learning and performing songs in American Sign Language