**Summary**

Highly motivated and detail-oriented Information Technology professional with a robust background in systems administration and network support. Currently pursuing a Master of Science in Information Technology to gain advanced expertise in cybersecurity, database management, and cloud infrastructure. Possesses a strong analytical mindset and a proven track record of troubleshooting complex technical issues. Seeking a challenging role as a Systems Analyst or Network Administrator.

**Education**

**Master of Science in Information Technology** | Expected May 2026

Governors State University | University Park, IL

* *Relevant Coursework:* Network Security and Firewalls, Advanced Database Management, Cloud Computing and Virtualization, Systems Analysis and Design, Data Warehousing, IT Project Management

**Bachelor of Science in Computer Science** | May 2024

Governors State University | University Park, IL

* *Relevant Coursework:* Data Structures and Algorithms, Computer Networks, Operating Systems, Web Application Development

**Experience**

**Systems Administrator** | August 2024 – Present

Tech Solutions Inc. | Chicago, IL

* Maintained and administered enterprise-level servers, ensuring uptime and optimal performance.
* Managed user accounts and permissions, providing support and access control in a secure network environment.
* Implemented routine data backups and disaster recovery protocols to protect critical business information.

**Help Desk Technician** | June 2023 – August 2024

Governors State University IT Department | University Park, IL

* Provided first-line technical support to faculty, staff, and students for software, hardware, and network issues.
* Resolved over 50 tickets per week, improving overall user satisfaction with IT services.
* Documented troubleshooting steps and created knowledge base articles for common problems.

**Web Development Intern** | January 2023 – May 2023

Digital Marketing Agency | Joliet, IL

* Assisted in the development and maintenance of client websites using HTML, CSS, and JavaScript.
* Collaborated with a team to debug and optimize site performance and user experience.

**Projects**

**M.S. Capstone Project: Designing a Secure Network for a Small Business** | May 2026

Governors State University | University Park, IL

* Architected a secure network infrastructure for a simulated small business, including firewall configuration, VPN setup, and intrusion detection systems.
* Documented the entire network design and security policy, demonstrating a deep understanding of network defense principles.

**Database-Driven Web Application** | November 2025

Governors State University | University Park, IL

* Developed a full-stack web application using Python and a SQL database to manage a fictional company's inventory.
* Implemented a user authentication system and managed data integrity through a series of stored procedures.

**Awards & Certificates**

* **CompTIA Network+ Certification:** Completed July 2024
* **CompTIA A+ Certification:** Completed March 2024
* **Dean's List:** Governors State University (Fall 2023, Spring 2024)

**Volunteer Work**

**IT Support Volunteer** | September 2022 – December 2022

University Park Public Library | University Park, IL

* Provided technical assistance to library patrons with computer usage, software applications, and internet access.
* Assisted with minor hardware troubleshooting and software installations on public-access computers.

**Digital Literacy Workshop Assistant** | January 2022 – May 2022

Community Learning Center | Joliet, IL

* Helped instructors deliver workshops on basic computer skills, including email, online safety, and using search engines.
* Aided participants in a one-on-one setting to ensure understanding and practical application of skills.

**Skills**

* **Operating Systems:** Windows Server, Linux (Ubuntu, Red Hat), macOS
* **Networking:** TCP/IP, DNS, DHCP, VPN, Firewalls (Cisco ASA), LAN/WAN, Active Directory
* **Programming Languages:** Python, Java, SQL, HTML, CSS, JavaScript
* **Databases:** MySQL, PostgreSQL, Microsoft SQL Server
* **Security:** Cybersecurity Principles, Vulnerability Assessment, Disaster Recovery, Data Privacy (HIPAA)
* **Software:** Microsoft Office Suite, VMware, VirtualBox, Wireshark, Jira