

SUMMARY

Dynamic IT professional with dual Master's degrees in Cybersecurity & Information Assurance and Information Technology Management, along with a Bachelor's in Network Operations & Security. Brings hands-on experience delivering technical support and systems troubleshooting in both public K-12 education and private sector environments. Adept at resolving complex technical issues, supporting end-users, and maintaining IT infrastructure with a strong focus on customer service and operational efficiency. Known for excellent communication skills and the ability to translate technical concepts for diverse audiences.

EDUCATION

Doctor of Business Administration (Information Technology focus)

South College – Knoxville, TN | Anticipated October 2027

Master of Science – Cybersecurity and Information Assurance

Western Governors University – Salt Lake City, UT | October 2024

Master of Science – Information Technology Management

Western Governors University – Salt Lake City, UT | August 2022

Bachelor of Science – Network Operations and Security

Western Governors University – Salt Lake City, UT | February 2022

Associate of Applied Science – Computer Technology (Networking Emphasis)

Certificate in Applied Science – Microsoft Network Technician

Greenville Technical College – Greenville, SC | May 2017 | GPA: 3.909

INDUSTRY CERTIFICATIONS

- CompTIA A+ | Valid: 12/2020 – 05/2027
- CompTIA Network+ | Valid: 04/2021 – 05/2027
- CompTIA Security+ | Valid: 05/2021 – 05/2027
- CompTIA Project+ | Earned: 12/2021
- Cisco Certified Network Associate (CCNA) | Valid: 06/2021 – 06/2028
- AWS Certified Cloud Practitioner | Valid: 07/2021 – 08/2024
- AWS Certified SysOps Administrator | Valid: 08/2021 – 08/2024
- Linux Essentials – LPI | Earned: 09/2021
- CAPM – Certified Associate in Project Management (PMI) | Valid: 07/2022 – 07/2025
- Google IT Support Certificate (Coursera) | Earned: 03/2020
- WorkKeys Gold Certification

SKILLS

Networking & Infrastructure: Cisco, Ubiquiti UniFi, PC hardware configuration, wireless networking, data cabling

Operating Systems: Microsoft Windows 7–11, Windows Server 2008–2022

System Administration: Active Directory, Group Policy, DHCP, DNS

IT Support & Troubleshooting: End-user support, hardware/software diagnostics, customer satisfaction focus

Productivity & Collaboration Tools: Microsoft Office 2010–365

Ticketing Systems: Freshservice, HEAT

Mobile Device Management: Setup, configuration, and maintenance of iOS and Android devices

PROFESSIONAL EXPERIENCE

IT Service Desk Technician

TaylorMade Golf – Liberty, SC (Headquarters based in Carlsbad, CA) | March 2024 – Present

- Serve as the primary IT contact for two local facilities, providing Tier 1 and Tier 2 technical support.
- Represent IT in both local and global cross-functional meetings.

- Manage IT equipment inventory, ensuring alignment with business needs and accurate asset tracking.
- Lead localized IT projects from planning through execution.
- Triage and resolve incoming IT support requests via phone, email, ticketing system, Microsoft Teams, and in-person.
- Maintain local network infrastructure, including switches, cabling, and connectivity.
- Enforce IT security policies and ensure user compliance with organizational standards.

Vocational Instructor – Networking & Cybersecurity

School District of Greenville County – Greenville, SC | August 2023 – December 2023

- Developed and delivered curriculum aligned with state and federal standards.
- Taught CompTIA A+ and Network+ concepts using Cisco Networking Academy tools.
- Assessed student progress and adapted instruction to meet diverse learning needs.

Network Communications Specialist

School District of Greenville County – Greenville, SC | November 2022 – July 2023

- Managed over 800 mobile devices and 10,000 desk phones across the district.
- Administered Cisco Unified Communications Manager, Unity Voicemail, and Call Center systems.
- Maintained 911 pinpoint database and updated records based on staffing changes.
- Supported additional platforms including Xmedius fax and OpenText voice systems.

Field Service Network Technician I

School District of Greenville County – Greenville, SC | September 2020 – November 2022

- Provided on-site support for computing devices, peripherals, and software in educational environments.
- Installed and configured devices in networked settings; assisted with network troubleshooting.
- Delivered end-user training on device usage and cybersecurity best practices.
- Supported AV and streaming systems including Black Magic, OBS, and BrightSign.
- Maintained and repaired Promethean boards, badge printers, and Chromebooks (HP, Dell, Lenovo).

Equipment Operator II

Clemson University – Pickens County, SC | June 2014 – Present

- Operate university-owned vehicles to safely transport employees, students, and summer camp participants to and from scheduled activities and events.
- Conduct thorough pre-trip and post-trip vehicle inspections to ensure compliance with safety standards and operational readiness.
- Maintain accurate transportation logs and report any mechanical issues or safety concerns to fleet management.
- Support university programs by providing reliable and timely transportation services across campus and off-site locations.

Independent IT Consultant

Self-Employed – Pickens County, SC | January 2011 – Present

- Provide computer repair, network setup, and IT consulting services for residential and small business clients.
- Build and configure custom PCs and troubleshoot hardware/software issues.
- Design and implement wired and wireless network solutions.