

# Samara Beard

☎ (614) 555-0123 ✉ samara.beard@example.com 🔗 linkedin.com/in/samara-beard 📍 123 Elm St, Columbus, OH 43215

## SUMMARY

A dedicated technology enthusiast pursuing a Computer Science degree, eager to contribute as an Information Technology Intern at TechWave Innovations. Possesses over 2 years of customer support experience and excels in troubleshooting issues across platforms. Communities benefit from the commitment to enhancing service delivery and user satisfaction. Committed to learning about software solutions to streamline processes further. Captured attention through effective communication with users and detailed documentation of resolutions. Seeking to leverage hands-on experience in both Windows and Mac operating systems alongside administration tasks.

## EXPERIENCE

### IT Support Specialist

January 2025 - Present

TechSphere Solutions

Dayton, OH

Serves as IT Support Specialist responsible for maintaining technical stability within user environments. Focused on troubleshooting and providing timely resolutions for workstation and server-related issues. Works closely with teams to implement improvements and assist in technology upgrades for enhanced operations.

- Delivered comprehensive technical support to ensure quick resolution of hardware and software problems.
- Collaborated with various departments to facilitate system upgrades and new implementations.
- Created detailed documentation of support procedures to train users effectively.

### IT Intern

June 2024 - December 2024

ByteTech Systems

Cleveland, OH

Gained practical experience at ByteTech Systems as an IT Intern. Helped provide end-user support and enhance technology platform functions while developing vital organizational skills. Engaged in direct communication with users to assess and address their needs.

- Provided front-line assistance to employees by resolving various tech-related inquiries.
- Assisted in the installation and upkeep of operating systems across multiple devices.
- Documented client interactions effectively to maintain service quality throughout all stages.

### Technology Volunteer

January 2023 - May 2024

Local Community Center

Columbus, OH

Volunteered to enhance local community tech programs, facilitating youth digital literacy initiatives. Developed workshops designed to boost technology understanding among participants.

- Organized interactive sessions that walked participants through basic computer use.
- Developed engaging materials that simplified complex technological topics.
- Received appreciation from center management for significant boosts in attendance and engagement.

## PROJECTS

### Customer Support Protocol Automation 📅 May 2026

Tasked with automating several customer support protocols during practicum. Focused on streamlining incident resolution processes, resulting in better tracking of recurring issues and enhanced reporting.

### Network Security Analysis Project 📅 December 2025

Executed a project to analyze and improve network security measures, identifying vulnerabilities and suggesting mitigation strategies bolstered cybersecurity awareness.

## PORTFOLIO

**Title:** IT Projects Portfolio

**Link:** Remote

**Description:** Showcases various projects undertaken during academic and internship tenure, including technical reports and presentations.

## LEADERSHIP & AWARDS

- Recipient of Ohio State Academic Excellence Award for outstanding performance in studies related to Computer Science.
- Honored with a Voluntary Service Recognition Award at Local Community Center for exceptional contributions in technology education initiatives.

## EDUCATION

Bachelor's Degree in Computer Science

1/2

2026

**Coursework:** Data Structures, Operating Systems, Network Security, Software Engineering

## CERTIFICATIONS

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- CompTIA A+ Certification 📅 2025
- Microsoft Certified: Azure Fundamentals 📅 2025

## TECHNICAL SKILLS

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- **Operating Systems:** Windows, Mac
- **Documentation Tools:** Confluence, Google Docs
- **Support Platforms:** Zendesk, Freshdesk
- **Communication Softwares:** Slack, Microsoft Teams
- **Remote Support Tools:** Zoom, TeamViewer
- **Development Tools:** Visual Studio Code, Git
- **Database Systems:** MySQL, SQL Server
- **Cloud Services:** AWS, Azure
- **Networking Equipment:** Routers, Switches
- **Security Tools:** Firewalls, Antivirus Software

## SKILLS

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- Technical Support
- Customer Service
- Collaboration Tools
- End-User Training
- Windows OS
- Networking Principles
- Cloud Technologies
- Issue Resolution
- Mac OS
- Troubleshooting Techniques
- System Maintenance
- Operating System Basics
- Documentation
- Database Management
- Software Installation
- Security Awareness

## PROFESSIONAL AFFILIATIONS

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- Member of the Association for Computing Machinery (ACM), participating in networking and knowledge-sharing events.
- Active participant in university's Women in Technology club, promoting inclusivity and mentorship within the tech field.

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST