

# SAMARA BEARD

## INFORMATION TECHNOLOGY INTERN

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### STRENGTHS

- 🗨️ **Communication Skills**  
Effective at explaining complex concepts in simple terms, fostering clear dialogue with technicians and non-tech users alike.
- 🔄 **Adaptability**  
Quickly adjust to varying work demands and shifting priorities, ensuring productivity remains high even under pressure.
- ⚠️ **Problem Sensitivity**  
Recognize potential issues before they balloon, allowing for proactive problem-solving and streamlined resolutions.
- 🕒 **Time Management**  
Efficiently prioritize multiple tasks, balancing urgent user requests with ongoing projects without compromising service quality.
- 👥 **Team Collaboration**  
Foster a strong group dynamic by actively engaging in conveying ideas and listening to team feedback, building trust and empowerment.

### SKILLS

Technical Support Windows OS

Mac OS Documentation

Customer Service

Networking Principles

Troubleshooting Techniques

Database Management

Collaboration Tools

Cloud Technologies

System Maintenance

### 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

TechSphere Solutions 📅 January 2025 - Present 📍 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

ByteTech Systems 📅 June 2024 - December 2024 📍 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

Local Community Center 📅 January 2023 - May 2024 📍 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.

Software Installation

End-User Training Issue Resolution

Operating System Basics

Security Awareness

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● IT Support Specialist at TechSphere Solutions (1.4 Years)

● IT Intern at ByteTech Systems (6 Months)

● Technology Volunteer at Local Community Center (1.3 Years)

## 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**

Ohio State University 🎓 GPA: 3.5 📅 2026 📍 Columbus, OH

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

- **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

## PROFESSIONAL AFFILIATIONS

- 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.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST