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CONTACT INFORMATION



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EDUCATION

- **B.S. INFORMATION TECHNOLOGY, ARIZONA STATE UNIVERSITY, 2024**
- **COMPTIA A+ (2023)**
- **STUDYING FOR COMPTIA SECURITY+ (EXAM SCHEDULED Q1 2025)**

KEY SKILLS

- **Windows 10/11, Windows Server 2022 basics**
- **Active Directory, Group Policy (lab-level)**
- **Microsoft 365 admin center, Outlook, Teams**
- **Jira Service Management, ServiceNow (exposure)**
- **Basic networking: core protocols, name resolution, address assignment, and network segmentation**
- **pfSense, Proxmox, VirtualBox**
- **PowerShell (basic), command line troubleshooting**
- **Ticket documentation and knowledge base writing**

Susan Moore

Entry Level Information Technology

IT graduate with hands-on experience from a summer help desk internship, a campus tech job, and a home lab running virtualization and firewall software. CompTIA A+ certified and studying for Security+. Comfortable with Windows, basic networking, and ticketing tools, seeking a first full-time help desk or desktop support role.

PROFESSIONAL EXPERIENCE

IT HELP DESK INTERN | SONORAN RIDGE COMMUNITY BANK, TEMPE, AZ | SUMMER 2024

- Handled roughly 140 tickets over a 10-week internship, mostly password resets, printer setup, and Outlook profile issues, closing about 8 out of 10 without escalation.
- Shadowed the network admin during a branch router refresh and helped label and cable-manage two network wiring closets.
- Wrote three internal how-to articles in SharePoint (remote access setup on personal devices, multi-factor login enrollment, and secure file sharing) that the team kept using after I left.
- Followed the bank's change control process for any account or policy modification and logged every touch in Jira Service Management.

CAMPUS TECH ASSISTANT | ARIZONA STATE UNIVERSITY, FULTON SCHOOLS IT, TEMPE, AZ | 2022 - 2024

- Provided walk-up support for around 45 students and faculty per shift on lab PCs, printing quotas, and course software installs.
- Helped run a lab refresh of 30 workstations, including physical setup, cable routing, and post-image verification checks.
- Answered a Teams support channel during evening shifts and triaged issues to the right tier 2 group.
- Documented recurring lab problems in a shared OneNote so weekend student workers had a quick reference.

HOME LAB (PERSONAL PROJECT) | SELF-DIRECTED, TEMPE, AZ | 2023 - PRESENT

- Run a virtualization host with a firewall appliance, a Windows Server 2022 domain controller, and two Ubuntu VMs for practicing group policies, name resolution, and file shares.
- Set up a small Active Directory environment with test users, OUs, and group policies to practice for the Security+ exam.
- Wrote basic PowerShell scripts to bulk-create test users and clean up stale computer objects.