

Timothy Smith

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PROFESSIONAL SUMMARY

Junior IT student with nearly **two years** of experience as an IT Support Specialist supporting students and staff in higher education. Proficient in enterprise-level support, endpoint management, and foundational networking.

SKILLS

Network Infrastructure: Proficiency in DNS, DHCP, and TCP/IP protocols

Routing & Switching: Hands-on experience with VLANs, Subnetting, OSPF, and Layer 2/3 switching

Systems Admin: Windows Administration via Active Directory, SCCM, and PDQ Deploy, Office 365

OS & Monitoring: Linux (CLI); exposure to network health visualization using Grafana/Prometheus

Automation: Scripting with Python (Netmiko) to automate layer 3 switch configurations and data retrieval

EXPERIENCE

IT Support Specialist

January 2024 – August 2025

Lehigh Carbon Community College, Schnecksville, PA

- Resolved technical issues for **7,500+** students and faculty, maintaining a **~95%** first-contact resolution rate
- Troubleshoot VOIP, LAN/WAN, and connectivity issues across campus-wide infrastructure
- Acted as first point of contact for technical incidents and escalated issues appropriately
- Automated TOPdesk ticket inputs from Standard Solutions, reducing manual entry time by **~50%**
- Configured and deployed Windows OS on **200+** devices according to department SOPs
- Mentored and trained student workers on hardware troubleshooting and OS configuration protocols

CERTIFICATIONS

CCNA (Cisco Certified Network Associate)

Scheduled April 2026

EDUCATION

Bachelor of Science: Information Technology

Graduation December 2026

Kutztown University, Kutztown, PA

Associate of Science: Computer Information Systems

Graduated May 2025

Lehigh Carbon Community College, Schnecksville, PA

PROJECTS

- Developing a real-time network security dashboard using Grafana and LLM AI integration to monitor traffic patterns and automate threat detection for a capstone project
- Designed topologies featuring OSPF, VLANs/Trunking, ACLs, and NAT on Cisco Packet Tracer
- Built and managed a virtualized infrastructure homelab using Proxmox and pfSense