
EXPERIENCE

IT TECHNICIAN I

Wild Dunes Resort | Charleston, SC

PRESENT

- Supported implementation of endpoint protection, firewall configurations, and access control policies across multi-site client networks
- Documented and mapped existing IT workflows to identify inefficiencies, contributing to process improvement initiatives that reduced operational overhead
- Apply structured troubleshooting methodology across networking, Windows environments, and Linux-based systems to minimize downtime for guest-facing and administrative operations

ACCOUNT MANAGER

Plus Inc. | Greenville, SC

2024 – 2025

- Successfully sourced and closed hardware and SaaS deals averaging \$252,000 yearly, consistently meeting or exceeding sales targets.
- Provided strategic consulting to help clients optimize use of products/services, resulting in measurable ROI.
- Supported cross-functional initiatives with sales and operations teams to drive upsell opportunities for both software and hardware.

ASSISTANT HEAD COACH

Riverside High School | Greer, SC

2024 – 2025

- Assisted team to reach 5th consecutive 5A state championship.
- Lead and mentored students athletically, academically and personally.
- Led team training sessions nightly ensuring team success.

TEACHER ASSISTANT

University of South Carolina | Columbia, SC

2022 – 2024

- Successfully assisted students in complex class assignments utilizing advanced programming languages.
- Provided strategic support and guidance to students in their computer science program, improving overall department pass rates by 20%.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

University of South Carolina

AUGUST 2020 - MAY 2024

SKILLS

- PCI-DSS Compliance
 - Network Documentation
 - Team Collaboration
 - Programming and scripting
 - Exceptional communication
 - Network administration
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