



David Lewis

IT Support Specialist

CONTACT

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United States, Austin, TX

EDUCATION

Bachelor of Arts in Information Technology

University of Texas at Austin, United States, Graduated: May 2024

Certifications

- Red Hat Certified System Administrator, January 2023
- CompTIA A+ Certification, April 2022

PROFESSIONAL SUMMARY

Dedicated IT Support Specialist with hands-on experience in Linux administration, offering expertise in troubleshooting hardware and software issues in a fast-paced environment. Skilled in configuring and maintaining Linux systems, managing user permissions, and providing technical support to ensure optimal system performance.

EXPERIENCE

IT Support Specialist

2025 - Now

Tech Innovations LLC, Austin, TX

- Provide support for Linux servers and systems, troubleshooting user and server issues.
- Collaborate with team members to ensure the integrity and security of Linux infrastructure.
- Conduct regular system updates and patches, minimizing security risks and downtime.
- Develop and maintain scripts to automate routine system tasks, improving efficiency.

Technical Support Intern

2024 - 2024

Global Solutions, Austin, TX

- Assisted in setting up and maintaining Linux-based workstations and servers.
- Provided remote support to internal employees and customers with Linux-related inquiries.
- Performed software installations, updates, and patches on Linux systems.
- Assisted in troubleshooting hardware, software, and network issues.

SKILLS

Linux server administration (CentOS, Ubuntu)	★★★★★
Shell scripting and automation (Bash, Python)	★★★★★
Network troubleshooting and support	★★★★★
Virtualization technologies (VMware, VirtualBox)	★★★★★
Basic knowledge of cloud platforms (AWS)	★★★★★
Helpdesk support and troubleshooting	★★★★★