

Samuel Auguste

IT Support Specialist | Full Stack Developer

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PROFESSIONAL SUMMARY

IT professional with 5+ years of experience in help desk support, device deployment, and full-stack development. Skilled in troubleshooting, system migrations, and building web applications. Strong ability to bridge IT infrastructure with modern development solutions.

CORE SKILLS

- IT Support: Device deployment, imaging, troubleshooting, asset management
- Networking: TCP/IP, VPN, LAN/WAN, Wi-Fi setup
- Systems: Windows 10/11, BitLocker, user migration
- Development: JavaScript, Python, full-stack web apps, APIs, databases
- Tools: ServiceNow, Jira, Git, cloud platforms (Azure)
- Customer support, documentation, and cross-functional collaboration

EXPERIENCE

Deployment Technician | Baptist Health Hospital | Oct. 2025– Feb. 2026

- Deployed and configured enterprise devices and supported end-users
- Managed asset tracking and resolved network/system issues

Full-Stack Developer & IT Consultant | Self-Employed | 2023–Present

- Built web/mobile applications and APIs
- Delivered IT deployments, migrations, and support for small businesses

Help Desk Administrator | Meridian Bank | Jun 2022 – Jan- 2023

- Supported 100+ endpoints and improved ticket resolution time by 30%
- Configured devices and provided user support

EDUCATION & CERTIFICATIONS

- Associate, Computer Information Science
- Google IT Support Certificate
- Azure Fundamentals & Azure Development (2025)
- JavaScript & Python Programming (2026)

- Azure Database Admin / Power BI (2026)

ADDITIONAL

- Authorized to work in the U.S.
- English & French (fluent)