

## Samuel Auguste

Help Desk Administrator | IT Support Specialist | IT Technician

Fort Lauderdale, FL 33311

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## Professional Summary

Detail-oriented **IT Support Specialist** with 10+ years of experience addressing user inquiries, troubleshooting hardware and software issues, and maintaining IT systems. Adept at managing **Windows and Apple environments**, network equipment, security tools, and system performance monitoring. Strong ability to install, configure, and maintain computer systems while ensuring **optimal performance and security**. Known for effectively managing time, prioritizing issues, and delivering excellent technical support.

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## Technical Skills

Addressing user inquiries and providing effective solutions for software and hardware issues

Installing and configuring **Windows & macOS** operating systems, software, and applications

Performing **hardware repairs, software upgrades, and warranty exchanges**

**Network administration**, including routers, switches, and firewalls

**System monitoring**, backup log verification, and IT security management

Managing IT assets, software licensing, and **hardware/software inventory tracking**

Providing **help desk support**, troubleshooting issues remotely, and on-site

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## Work Experience

### Help Desk Administrator

**Meridian Bank – Malvern, PA** | June 2022 – January 2023

- Provided remote and on-site **IT support** for company employees, addressing software and hardware concerns.
- Installed and configured **Windows & Apple software and hardware**, ensuring optimal performance.
- Managed **network equipment, including routers, switches, and security tools**.
- Monitored system backups, logs, and performance to maintain **data security and system integrity**.

- Maintained accurate **hardware/software inventory**, performed upgrades, and handled warranty exchanges.

## IT Support Specialist

**Penn Christian Academy – Norristown, PA** | November 2020 – June 2022

- Installed and configured **computers, networks, and security tools** within the company.
- Provided technical assistance to **end-users, troubleshooting software and hardware** issues.
- Managed **system backups**, ensuring logs were correctly completed.  
Assisted in the maintenance of **network infrastructure**, including switches and firewalls.

## Full Stack Developer (Freelancer)

January 2023 – Present

- Developed and maintained **web applications and IT solutions** for businesses.
- Ensured smooth **software deployments and system upgrades** for clients.
- Managed IT security aspects for hosted applications and client networks.

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## Education & Certifications

- **Google IT Support Professional Certificate** (Coursera, 2020)
- **Technical Support Fundamentals** (2020)
- **Networking & System Administration** (2020)
- **IT Security & Infrastructure Management** (2020)
- **Associate in Mobile Development** – Shaw Academy, Wilmington, DE (2016)
- **Associate in Computer Information Science** – UNASMOH, Haiti (2011)

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## Additional Information

- **Authorized to work in the U.S.**
- **Availability:** Monday to Friday (9:00 AM – 5:00 PM), flexible for weekends as needed.
- **Languages:** English & French