

Henry Example

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Education

Florida State University, Tallahassee, FL

Bachelor of Science in Information Technology

Expected Graduation: May 2026

GPA: 3.2

Relevant Coursework: Database Management, Network Security, Java Programming, Systems Administration

Skills

- **Technical:** SQL, Network Security Basics, Java, Troubleshooting, Help Desk Support
- **Soft:** Persistence, Resilience, Ability to Follow Instructions, Basic Documentation

Experience

IT Help Desk Technician, FSU Campus IT Services

Part-Time, January 2025 – Present

- Provided troubleshooting support for 50+ users weekly, resolving hardware and software issues with a 95% satisfaction rate
- Managed SQL databases for inventory tracking, optimizing queries to improve report generation speed by 20%

Systems Intern, Local Tech Company, Tallahassee, FL

Summer 2025

- Assisted in network security audits using Java scripts, identifying vulnerabilities and recommending fixes
- Supported systems administration tasks, including user account management and basic firewall configurations

Personal IT Projects

Ongoing, 2024 – Present

- Developed a Java-based application for task management, incorporating SQL for data storage
- Built a home network setup with security protocols, documenting processes for future reference

Activities & Honors

- Member, FSU IT Club, September 2024 – Present
- CompTIA A+ Certification (In Progress)