

DAMIEN CLARK

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SUMMARY

Entry-level IT professional with over two years of hands-on support experience in a university enterprise environment and a strong foundation in networking fundamentals. Skilled in troubleshooting endpoint and connectivity issues, documenting IT procedures, imaging and deploying devices, and supporting network-connected systems. Known for reliability, clear communication, and the ability to work within structured, ticket-driven teams while learning quickly from senior technical staff.

EDUCATION

Bachelor of Science in Information Technology Services, Minor in Business Administration

Mississippi State University — Starkville, MS • GPA: 3.38 / 4.00

EXPERIENCE

Mississippi State University Foundation — *Student Worker, Computer Support Specialist*

Starkville, MS • July 2023 – Present

- Provide front-line IT support for 80–100 users in a university enterprise environment, resolving hardware, software, account, and network access issues across Windows 10/11 and basic Unix systems.
- Image and deploy systems using standardized workflows; assist with secure provisioning, office setup, and configuration of network-connected devices.
- Resolve 10–15 technical issues weekly, including connectivity problems, account access issues, hardware faults, and software errors.
- Reduced average ticket resolution time by 45% by improving documentation and internal support workflows.
- Document imaging, onboarding, troubleshooting, and conference room use procedures to improve consistency and knowledge transfer.
- Assist with inventory acquisition and disposal, asset tracking, and database/spreadsheet updates that support IT operations.
- Support conference-heavy spaces and large board meeting environments by helping prepare rooms and standardize user-facing setup documentation.
- Train new IT student workers in imaging, documentation, spreadsheet creation, and asset tracking using Microsoft Access; support departments with elevated security needs by ensuring systems meet compliance and configuration standards.

CyberPatriot Team Captain — *NJROTC Program*

Philadelphia, MS • 2018 – 2021

- Led a 5–8 member cybersecurity team in Air Force Association national competitions; earned 3rd place statewide (Gold Tier).
- Hardened Ubuntu and Windows 10 systems against simulated attacks and built strong fundamentals in virtualization, system configuration, and defensive security practices using VMware.

PROJECTS & LEADERSHIP

- Home Lab Environment — Built and maintained a TrueNAS SCALE server with RAID storage, SMB shares, Docker containers, and network-connected services for hands-on learning in storage, virtualization, and systems troubleshooting.
- Company Executive Officer (Cadet LT), NJROTC — Managed cadet operations and logistics; Leadership Academy Graduate, Camp Shelby, MS — Completed advanced leadership training; Marching Band & Pep Band Leader, MSU — Led performance groups in high-pressure environments.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server (basic), Ubuntu, Arch, Kali Linux

Networking: TCP/IP fundamentals, IP configuration, LAN/WAN troubleshooting, DHCP/DNS fundamentals, basic VLAN/routing concepts, wired and wireless connectivity troubleshooting

Virtualization & Infrastructure: VMware Workstation, introductory Docker, TrueNAS SCALE, SMB share configuration

System Tools: KACE, Cisco Secure Endpoint, Microsoft Remote Desktop, Active Directory (basic), Microsoft Access

Scripting: Bash (automation and command-line operations)

Software: Microsoft Office Suite, SQL data entry & reporting

CERTIFICATIONS & DEVELOPMENT

Juniper Networks Certified Associate, Junos (JNCIA-Junos) • CompTIA Network+ (Planned)