Corey Williams

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LinkedIn - Corey Williams, GitHub Portfolio, Portfolio

IT SUPPORT SPECIALIST

IT Support Specialist with hands-on experience troubleshooting systems, supporting infrastructure, and analyzing network connectivity in lab and production environments. I am skilled in diagnosing system issues, supporting Windows environments, and assisting with system performance and configuration. Seeking to leverage technical and analytical skills in an IT Systems Analyst role.

Areas of Expertise:

- Technical Troubleshooting Hardware & Software
- Windows OS Support & System Configuration
- Active Directory User Accounts, Permissions, Password Resets
- Ticketing Systems & Issue Tracking
- Remote Support & End-User Assistance
- Documented troubleshooting steps, configurations, and technical procedures

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Basic Linux, macOS, Networking: TCP/IP, DNS, DHCP, IP configuration, basic connectivity troubleshooting
Technical Support: Hardware & software troubleshooting, system configuration, issue diagnosis & resolution
Tools & Technologies: VirtualBox, Nmap, basic command-line tools PowerShell, Bash
Systems & Concepts: Active Directory, Windows Server, Ticket-style issue tracking, technical documentation, structured troubleshooting processes.

EDUCATION

AS-Cybersecurity, Southern New Hampshire University (Expected February 2027) In Progress

- Cumulative GPA: 3.9
- Coursework: Cybersecurity Foundations, Network Security, Structured Database Environments (SQL), Scripting (PowerShell, Bash), Networking Concepts (TCP/IP, DNS, DHCP), Information Security Principles, Risk Management, Computer Operating Systems

HOME LAB EXPERIENCE

Active Directory Monitoring and Security Labs

- Built and configured a virtual lab environment using Windows Server, Windows 10, and Kali Linux
- Conducted network enumeration and vulnerability scanning using Nmap; analyzed network traffic with Wireshark and performed exploitation techniques using Metasploit in a controlled lab environment

ACADEMIC PROJECTS

Cyber Security Operations, **DATACOM, Forage**

- Focused on how internal teams protect client systems, investigated a ransomware attack and produced a comprehensive report with findings and actionable recommendations, and utilized Splunk Enterprise to analyze logs, detect indicators of compromise, and support incident monitoring

PROFESSIONAL EXPERIENCE

Mechanical Technician II, Piping Rock Health Products Aurora, OH 2020 – Present

- Collaborated with IT and Engineering teams to securely deploy and maintain new network-connected equipment, ensuring stable and compliant system operation.
- Installed and terminated Ethernet cabling (Cat5e/Cat6) for machinery, HMIs, and workstations, ensuring integration with internal networks.
- Diagnosed and resolved hardware, software, and network-related issues to maintain system performance and reliability