Kwame Asante

IT Help Desk Intern | Student Technology Assistant

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PROFESSIONAL SUMMARY

Entry-level IT support technician with a semester-long help desk internship and a part-time campus tech job. Resets accounts in Active Directory, images laptops, fixes printer and Wi-Fi issues and writes knowledge base articles people actually use. CompTIA A+ certified, studying for Network+, and runs a small homelab with Windows Server and pfSense.

EXPERIENCE & PROJECTS

Colorado River Credit Union · Austin, TX **Jan 2026 — May 2026**

IT Help Desk Intern

- Resolved about 25 tickets a day across password resets, MFA enrollment, Outlook profiles and mapped drives for 300 staff in eight branches.
- Imaged and deployed 60 replacement laptops during a hardware refresh, transferring user data and confirming VPN and teller software before handoff.
- Wrote 12 knowledge base articles with screenshots for common branch issues, which the team linked in replies instead of retyping steps.

Pecan Valley Community College · Austin, TX **Sep 2024 — Dec 2025**

Student Technology Assistant

- Supported students and faculty at the campus tech desk with Wi-Fi onboarding, learning-platform logins and classroom projector setup before lectures.
- Kept the loaner laptop inventory accurate in a shared tracker and flagged overdue devices, reducing lost equipment over the academic year.

Homelab: small-office network

- Built a Windows Server domain with DHCP, DNS and Group Policy on a refurbished PC, behind a pfSense firewall with a separate guest VLAN.

EDUCATION

AAS, Computer Network Technology **2026**

Pecan Valley Community College

SKILLS

Technical: Windows 10 and 11, macOS, Active Directory, Microsoft 365 admin center, Jira Service Management, Hardware repair, Laptop imaging, Printer troubleshooting, TCP/IP, DNS, DHCP, PowerShell basics, Remote support tools, Customer service

Certifications: CompTIA A+