

Audrey Loisy

IT Support | Help Desk | Desktop Support

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SUMMARY

IT support professional with a B.S. in Computer Science and hands-on technical support experience troubleshooting hardware, software, operating systems, applications, network connectivity, and account-related issues. Experienced supporting high-volume users, documenting technical issues and resolutions, and communicating technical solutions clearly to non-technical users. Hands-on experience with Windows, Active Directory, Microsoft Entra ID, Linux, networking, and IT service-desk workflows. CompTIA Security+ with ICS2 Certified in Cybersecurity (CC).

TECHNICAL SKILLS

Technical Support: Hardware & Software Troubleshooting, User Support, Account Support, Incident Documentation, Ticket/CRM Documentation, Remote Troubleshooting

CERTIFICATIONS

CompTIA Security+ - October 2026

ISC2 Certified in Cybersecurity (CC) - October 2025

EDUCATION

Bachelor of Science in Computer Science, Kennesaw State University Dec 2025
GPA: 3.3
Awards: President's List Spring 2023, Dean's List Spring 2025, Dean's List Fall 2025

Associate of Applied Science in Computer Programming, Central Georgia Technical College May 2022
GPA: 3.5
Awards: Graduated Cum Laude, President's List Spring 2020

PROJECT EXPERIENCE

Microsoft 365 Administration & Support Lab | Solo Project March 2026

- Configured Microsoft 365 tenant with user accounts, Teams and SharePoint access.
- Resolved common issues including email sync errors, password resets, and access permissions.
- Simulated onboarding/offboarding workflows for employees.
- Practiced troubleshooting Outlook and OneDrive sync issues.

Enterprise IT Helpdesk Lab | Solo Project February 2026

- Simulated a corporate IT environment using active directory and windows clients in a virtual lab.
- Created and managed user accounts, group policies and permissions.
- Troubleshoot common helpdesk issues including login failures, network connectivity, and printer access.
- Documented ticket resolution processes to mirror real-world IT support workflows.

Auditd Linux Security Monitoring Project | Solo Project Jun 2025

- Configured auditd rules to monitor sensitive file access, privilege escalation, and unauthorized command in Linux.
- Investigated audit logs to identify suspicious activity, producing a structured report with actionable findings.
- Developed an event-triggered alert script to notify of changes to protected directories, simulating real-world incident detection.

Linux User Account Anomaly Detection System | Senior Capstone December 2025

- Built a dashboard to monitor user activity and detect suspicious behavior.
- Visualized login trends and privilege escalation events.
- Strengthened log analysis and system monitoring skills.

WORK EXPERIENCE

Consumer Technical Support Advisor, Teleperformance February 2026- Present

- Consistently met performance metrics including resolution time and customer satisfaction by 90%.
- Manage 40 customer interactions daily in a fast-paced support environment.
- Deliver high-volume technical support, aiding users with devices, software and account related issues.
- Troubleshoot hardware and software problems across mobile devices, operating systems, and applications.
- Diagnose network-related issues involving Wi-Fi connectivity, VVPN access, and application performance.
- Documenting supports interactions and resolutions in ticketing systems, ensuring accuracy and compliance.

Student Career Advocate, Kennesaw State University January 2023 – Nov 2024

- Provided front-line support via phone and chat, resolving user issues efficiently.
- Assisted users with systems, documentation, and account-related processes.
- Managed high-volume requests while supporting effective communication and professionalism.

TEAMS Outreach Member/VISTA Member, Central Georgia Technical College Aug 2021 – Aug 2022

- Delivered customer support and trained new members on systems and processes.
- Helped with internal tools, documentation, and operational workflows.

Deli Associate, Publix Supermarkets October 2018 – April 2021

- Provided fast, professional customer service in a high-volume environment while responding to customer questions, requests, and concerns.
- Delivered strong customer service while resolving customer needs efficiently, contributing to increased sales and a positive customer experience.
- Followed established Standard Operating Procedures and safety requirements while maintaining accuracy and attention to detail.
- Collaborated with team members to support daily restaurant operations and ensure customer needs were addressed efficiently.