

Audrey Loisy

Open to Relocation | audreyloisy@outlook.com | [LinkedIn Profile](#) | [Portfolio](#)

SUMMARY

Motivated IT professional with a Bachelor's degree in Computer Science and hands-on Tier 1 technical support experience troubleshooting Windows, macOS, iOS, and Android devices. CompTIA Security+ candidate (August 2026) seeking an IT Support, Help Desk, or Junior Systems Administrator role where I can apply strong troubleshooting, customer service, and problem-solving skills while building a career in enterprise IT and cybersecurity.

CERTIFICATIONS

CompTIA Security+ - Expected August 2026

ISC2 Certified in Cybersecurity (CC) - October 2025

TECHNICAL SKILLS

Security Tools: Splunk (SIEM, Log Analysis, basic SPL Queries), Wireshark, Auditd, Windows Event Viewer

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

Networking: TCP/IP, DNS, DHCP, HTTP/HTTPS, SSH, Network Protocols, Packet Analysis

Identity & Systems: Active Directory (Basic Administration), Access Control, Least Privilege

Programming & Scripting: Python, PowerShell, Java

PRACTICAL PROJECTS

Enterprise IT Helpdesk Lab | [Personal Project](#) July/August 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.
- Troubleshot common helpdesk issues including login failures, network connectivity, and printer access.
- Documented ticket resolution processes to mirror real-world IT support workflows.

Microsoft Entra ID User Lifecycle Lab | [Personal Project](#) July 2026

- Created and managed enterprise users accounts, security groups in Microsoft Entra ID.
- Simulated onboarding and offboarding, password resets, and account administration workflows commonly performed by IT support professionals.

Auditd Linux Security Monitoring Project | [Personal 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.

EDUCATION

Bachelor of Science in Computer Science, Kennesaw State University Dec 2025

Associate of Applied Science in Computer Programming, Central Georgia Technical College May 2022

WORK EXPERIENCE

Consumer Technical Support Advisor, Teleperformance February 2026- Present

- Consistently met performance metrics including resolution time and customer satisfaction by 85%.
- 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, VPN access, and application performance.
- Documenting supports interactions and resolutions in CRM, ensuring accuracy and compliance.

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

- Managed daily office operations including phone and live chat support, ensuring high-quality service.
- Processed resumes and cover letters in Handshake, strengthening attention to detail.
- Coordinated career events and promoted departmental resources, enhancing student engagement and organizational skills.

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

- Supported executive committee initiatives, contributing to actionable plans.
- Provided customer service, trained new team members, and mentored peers to develop leadership skills.
- Assisted with internal reporting and documentation, strengthening communication and task management.