Miguel Segarra

Queens, NY 11418 | (929) 260-9698 | miguelom97@proton.me

[Portfolio](#) | [LinkedIn](#) | [GitHub](#)

Professional Summary

Aspiring IT Support Specialist with a strong foundation in troubleshooting, cybersecurity, and customer service. Currently pursuing CompTIA A+ and Security+ certifications, with hands-on experience in hardware/software troubleshooting, network setup, and technical support. Passionate about learning new technologies and eager to contribute to a dynamic IT team in a help desk or support role.

Certifications & Technical Skills

- **Certifications:** Google Cybersecurity Certificate (Completed), CompTIA A+ (Expected Feb 2025), CompTIA Security+ (Expected Feb 2025)
- **Operating Systems:** Windows 10/11, macOS, Linux
- **Networking:** TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting
- **Hardware:** PC assembly, hardware troubleshooting, peripherals, printers
- **Software & Tools:** Active Directory (basic knowledge), Microsoft Office 365, ServiceNow, Jira, MySQL, Python
- **Cybersecurity:** Basic security principles, firewalls, antivirus, security awareness
- **Soft Skills:** Problem-solving, communication, customer service, teamwork

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IT Projects

Home Network Setup & Troubleshooting

- Configured a multi-device home network, optimizing Wi-Fi performance.
- Diagnosed and resolved connectivity issues, improving network reliability.
- Implemented basic security measures, including firewall settings and access controls.

Virtual Machine Deployment & Scripting

- Set up and managed virtual machines using **VMware/VirtualBox** for testing environments.
- Automated system tasks using **Python/PowerShell/Bash**, improving efficiency.
- Created scripts for **log analysis, system monitoring, and user management**.

Volunteer Experience

Tech Support Volunteer – Elohim Christian Church, Queens, NY | Aug 2016

Youth Gaming Event

- Configured and maintained gaming consoles, controllers, and AV equipment for a large-scale event.
- Managed network connectivity and troubleshoot technical issues to ensure a smooth gaming experience.
- Provided real-time IT support to event participants, resolving hardware and software issues.

Professional Experience

Keyholder – GameStop, Queens, NY | Oct 2017 – June 2018

- Provided front-line technical support for gaming consoles, assisting customers with hardware/software issues.
- Maintained store technology, troubleshooting POS systems and network connectivity problems.
- Trained new employees on software systems, improving efficiency in store operations.

Paraprofessional – Department of Education, NYC, NY | Nov 2021 – June 2023

- Assisted in troubleshooting and setting up classroom technology (computers, projectors, tablets).
- Provided one-on-one and group support, developing strong communication and problem-solving skills applicable to IT support.
- Guided students through learning tasks with clear instructions, demonstrating an ability to explain complex concepts—similar to IT troubleshooting.

Education

Richmond Hill High School, Richmond Hill, NY | Diploma
Queensborough Community College, Bayside, NY | Undergraduate Coursework in Liberal Arts and Computer Science

Additional Information

- Passionate about IT, continuously expanding knowledge through self-learning and hands-on projects.
- Strong customer service background, able to communicate technical concepts to non-technical users effectively.