

CORBIN FORRESTER

IT Professional with CompTIA Trifecta Certification

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PROFESSIONAL SUMMARY

Detail-oriented IT professional with over 4 years of progressive technical support experience and certifications in CompTIA Security+, Network+, and A+. Recognized for exceptional attention to detail, strong communication skills, and advanced problem-solving abilities in complex technical environments. Demonstrates consistent initiative in process improvement and thrives in collaborative team settings while maintaining accountability for individual responsibilities.

PROFESSIONAL EXPERIENCE

Help Desk Specialist (Tier 1 → Tier 2)

Social Security Administration (Contractor through Koniag Inc.) | Durham, NC

June 2023 - Present

- *Promoted to Tier 2* (October 2024) for exceptional performance and technical expertise, managing advanced technical support for 50,000+ endpoints in a Public Trust environment.
- Resolved an average of 27% of the tickets assigned to a team of six people.
- Resolve complex hardware, software, and network issues using tools such as Active Directory, BeyondTrust, and ServiceNow.
- Mentor and train newly hired support staff on technical procedures and best practices.

System Support Analyst / PC Refresh Technician

NCIDT (Contractor through TEKsystems) | Raleigh, NC

August 2021 - January 2023

- Orchestrated end-to-end management of PC refresh project affecting 5000+ state employees.
- Developed and implemented comprehensive data migration procedures, ensuring zero data loss across deployments.
- Utilized BeyondTrust for remote troubleshooting and resolution of post-deployment technical issues.

CERTIFICATIONS

- CompTIA Security+ ce (renewed 2024)
- CompTIA Network+ ce (renewed 2024)
- CompTIA A+ ce (renewed 2024)
- HDI-DAST (Desktop Advanced Support Technician) (2024)

EDUCATION

Master of Science in Network Technology, concentration in Network Management

East Carolina University, Greenville, NC | Expected May 2025

Bachelor of Science in Industrial Technology, concentration in Information and Computer Technology

East Carolina University, Greenville, NC | July 2023

Associate in Applied Science in IT & Cloud Systems Administration

Durham Technical Community College, Durham, NC | May 2020

TECHNICAL SKILLS

System Administration: Active Directory, Group Policy, Windows Server, User Management; **Operating Systems:** Windows 10/11, Linux (Ubuntu, Red Hat); **Virtualization:** ESXi, vSphere, Proxmox; **Remote Support Tools:** BeyondTrust/Bomgar, Remote Desktop; **Networking:** TCP/IP, DNS, DHCP, VPN, network troubleshooting, firewall configuration, MPTCP; **Project Management:** bachelor's and master's classes in traditional and agile project management