

## 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)
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### 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