

# Andrew Boakye

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## PROFESSIONAL SUMMARY

Information Technology graduate with a Cybersecurity concentration and 4 years of hands-on IT support experience troubleshooting hardware, software, and network issues across Windows and macOS environments. Recently completed the Road to Hire AI Accelerator where I built a fully automated AI-powered job search system using Make.com, Google Gemini, and Google Sheets — earning multiple Anthropic AI certifications. Actively pursuing CompTIA A+ and Security+, with a genuine passion for technology and helping people solve problems.

## EDUCATION

**North Carolina Central University** | B.S. Information Technology — Cybersecurity Concentration Dec 2025

Durham, NC | GPA: 3.5 | Dean's List — 4 Semesters

Relevant Coursework: Cybersecurity Principles, Network Security, Linux Administration, Python Programming, System Software, Fundamentals of IT

## CERTIFICATIONS

CompTIA A+ — In Progress | CompTIA Security+ — In Progress

AI Fluency for Students — Anthropic (2026) | Claude 101 — Anthropic (2026) | AI Fluency: Framework & Foundations — Anthropic (2026) | AI Fundamentals — DataCamp (2026)

## TECHNICAL SKILLS

**IT Support:** Tier 1/2 Help Desk, hardware and software troubleshooting, ticket management, remote support, escalation

**Hardware & Devices:** PC assembly and repair, desktops, laptops, peripherals, component-level diagnosis, workstation setup and configuration

**Operating Systems:** Windows 10/11 — daily support and troubleshooting, macOS, Linux (Ubuntu) — administration and access controls

**Networking:** TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting, network connectivity diagnosis, subnetting, Wireshark

**Identity & Access:** Active Directory — assisted with account setup, password resets, and MFA configuration

**Cybersecurity:** Security principles, access controls, informational assurance, vulnerability assessment (foundational), penetration testing (foundational labs)

**Software & Apps:** Microsoft 365 (Word, Excel, PowerPoint, Teams, Outlook), Google Workspace, OBS Studio, VMix

**Documentation:** Incident documentation, support request logging, resolution records, procedure writing

**Programming:** Python (fundamentals), HTML

**AI & Automation:** Prompt Engineering, Make.com, Google Gemini, Claude (Anthropic), Generative AI

## EXPERIENCE

**Road to Hire | AI Accelerator Participant** Jan 2026 – Apr 2026

Fort Mill, SC (Hybrid) — Full-time paid program · Completed

- Built a fully automated AI-powered job search system using Make.com, SerpAPI, Google Gemini, and Google Sheets — managing API integrations, troubleshooting issues, and delivering a working solution that runs daily
- Earned multiple Anthropic AI certifications and developed skills in prompt engineering, automation, and generative AI tools
- Collaborated with peers on technical projects and presentations in a professional team environment
- Developed skills in communicating technical solutions clearly to both technical and non-technical audiences

**Deeper Life Bible Church | IT Support Technician** Jan 2020 – Aug 2024

Charlotte, NC — 4 Years

- Provided Tier 1 and Tier 2 technical support to 100+ users — troubleshooting and resolving hardware, software, network, and Microsoft 365 issues efficiently and professionally
- Set up, configured, and maintained desktops, laptops, and peripherals — ensuring equipment was properly installed and ready for use
- Assisted users with account setup, password resets, and MFA configuration — ensuring secure and timely access to systems
- Documented support requests, troubleshooting steps, and resolutions — maintaining accurate records for all incidents
- Trained users on IT best practices, software usage, and security policies — reducing repeat support requests through clear communication
- Supported live A/V production using OBS Studio and VMix — managing technical setup and troubleshooting in real time

**Aramark – Campus C-Store | Customer Service Associate** Feb 2022 – Dec 2025

Durham, NC

- Delivered consistent professional customer service in a high-volume environment — strong communication, reliable, and calm under pressure

## PROJECTS

**AI Job Match Automation | Cybersecurity & Networking Labs | Custom PC Build**

- Built a fully automated job matching system — 5 daily Google Jobs searches, Gemini AI scoring, auto-generated cover letters, duplicate detection, Google Sheets logging, and daily email delivery
- Completed hands-on labs in subnetting, Linux access controls, VPN configuration, penetration testing fundamentals, and Wireshark network traffic analysis
- Built a custom desktop PC from scratch — selected all components, assembled the system, configured BIOS, and completed full software setup

## ADDITIONAL

U.S. Citizen | Driver's License: Yes | Open to relocation across the US | Remote ready | Available immediately