

Andrew Boakye

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PROFESSIONAL SUMMARY

IT graduate with a Cybersecurity concentration and 4 years of hands-on support experience resolving hardware, software, and network issues for 100+ users across Windows and macOS environments. Currently performing PXE boot imaging, server disassembly, BIOS configuration, Cisco switch OS image installation, and writing Python automation scripts for enterprise network hardware. Built a fully automated AI job search system using Make.com, Google Gemini, and SerpAPI — earning 7 AI certifications across Anthropic, Google, and DataCamp. Pursuing CompTIA A+ and Security+.

EDUCATION

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

Dec 2025

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

Cybersecurity Coursework:

Cybersecurity Fundamentals · Cybersecurity Risk Management · Network Defense & Countermeasures · Linux Fundamentals for Cybersecurity · Ethical Hacking & Penetration Testing · Cybersecurity Forensics

IT & Systems Coursework:

CCNA 1 (Networking & Routing) · Database Management Systems · Systems Analysis and Design · Fundamentals of Information Systems · Info Tech & Systems · Business Programming I & II · Project Management · Computer Science and Business Ethics · Capstone I

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 — Google / Coursera (2026) | AI for App Building — Google / Coursera (2026) | AI Fundamentals — DataCamp (2026)

TECHNICAL SKILLS

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

Hardware & Devices: PC assembly and repair, desktops, laptops and servers — component level inspection, diagnosis and replacement, PXE boot imaging, BIOS configuration and reset, virtual disk creation

Networking & Network Hardware: TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting, network connectivity diagnosis, subnetting, Wireshark, SecureCRT — Cisco switch OS image installation and factory reset

Asset Management: IT asset auditing using Aiken Workbench, inventory tracking, device lifecycle management, asset routing and documentation

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

Identity & Access: Active Directory — account setup, password resets, MFA configuration (professional); OU structure, GPOs, domain configuration, user provisioning (home lab)

Cybersecurity: Security principles, access controls, information assurance, vulnerability assessment (foundational), penetration testing (foundational), network defense (foundational)

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

Documentation: Incident documentation, support request logging, resolution records, asset records, SOP development, procedure writing

Programming: Python (fundamentals), HTML, SecureCRT scripting (foundational automation)

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

EXPERIENCE

Powerhouse Recycling | PC Technician

Jun 2026 – Present

Salisbury, NC — Full-time

Diagnosed, troubleshot, and repaired laptops and desktops, ensuring full functionality. Configured PXE boot imaging on laptops and servers, adjusting BIOS settings for network booting. Serviced servers through component removal, BIOS resets, data wiping, and virtual disk creation. Used SecureCRT to factory reset and configure Cisco network switches, including installing OS image files onto switches with no existing boot image.

- Developed Python and SecureCRT automation scripts to streamline Cisco switch factory resets — leveraging Claude Code and VS Code to write, review, and validate script logic and execution logs
- Installed and loaded IOS/NX-OS image files onto Cisco network switches — recovering devices stuck at ROMMON/loader prompts with no bootable image
- Audited IT assets using Aiken Workbench — maintaining accurate device records and lifecycle status to support inventory accuracy
- Performed secure data sanitization and erasure on enterprise laptops, desktops, and servers in compliance with NAID AAA, R2 V3, and ISO-aligned data destruction standards — ensuring no recoverable data remained on decommissioned devices processed for Fortune 500, government, healthcare, and defense clients
- Assigned to develop and edit Standard Operating Procedures for new hire onboarding — creating step-by-step technical training guides covering server configuration, switch factory resets, PXE imaging, and PC troubleshooting
- Listed and sold enterprise IT equipment including CPUs, servers, and network switches on eBay — accurately identifying hardware specifications and managing inventory

Road to Hire | AI Accelerator Participant

Jan 2026 – Apr 2026

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

Developed a fully automated AI job search system leveraging Make.com, SerpAPI, Google Gemini, and Google Sheets. Managed integrations and resolved issues to ensure daily functionality.

- Earned 7 AI certifications across Anthropic, Google, and DataCamp — demonstrating measurable commitment to continuous learning in AI and automation
- Demonstrated initiative by independently designing, building, and deploying a working AI solution without step-by-step guidance

Deeper Life Bible Church | IT Support Technician

Jan 2020 – Aug 2024

Charlotte, NC — 4 Years

Delivered Tier 1 and Tier 2 technical support to 100+ users, troubleshooting hardware, software, network, and Microsoft 365 issues. Installed, configured, and maintained desktops, laptops, and peripherals for optimal functionality. Guided users through account setup, password resets, and MFA configuration to ensure secure access.

- Resolved technical issues efficiently — minimising downtime and keeping systems fully operational for 100+ users
- Strengthened user account security through effective MFA implementation and access management
- Reduced repeat support requests by training users on IT best practices and security policies

Aramark – Campus C-Store | Customer Service Associate

Feb 2022 – Dec 2025

Durham, NC

Provided prompt and friendly customer service to university students, faculty, and staff in a high-volume campus retail environment. Operated point-of-sale systems, processed transactions accurately, and collaborated with team members to meet daily operational goals.

PROJECTS

Active Directory Home Lab

- Built a Windows Server 2022 virtual machine environment using VirtualBox — configured AD DS, promoted to Domain Controller, managed OUs, GPOs, user provisioning, and security group policies — simulating real enterprise IT administration
- Troubleshoot and resolved a FAT32 file system limitation preventing virtual disk creation — diagnosed and resolved by reformatting storage to NTFS

Cisco Switch Factory Reset Automation

- Engineered Python and SecureCRT automation scripts for Cisco Nexus 9000 and Catalyst 4500-X — fully automating enterprise switch factory resets including boot recovery, file cleanup, and post-reload setup with retry logic for Cisco Field Notice FN-70390

AI Job Match Engine | Cybersecurity & Networking Labs | Custom PC Build

- AI Job Match Engine — designed and deployed a fully autonomous workflow using Make.com, SerpAPI, Gemini AI, and Google Sheets — running 5 daily searches, scoring matches, generating tailored cover letters, and delivering results by email every morning automatically
- Cybersecurity Labs — completed hands-on labs covering subnetting, Linux access controls, VPN configuration, penetration testing fundamentals, and Wireshark network traffic analysis
- Custom PC Build — selected all components, assembled the system, configured BIOS, and completed full software setup — demonstrating component-level hardware knowledge

ADDITIONAL

U.S. Citizen | Driver's License: Yes | Open to relocation | Available immediately