

SYMONE WATKINS

IT Help Desk Technician

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🌐 www.linkedin.com/in/symone-watkins

📍 Atlanta, GA

SUMMARY

Recent graduate educated in computer hardware, software and cybersecurity accustomed to customer-focused environments. Possess comprehensive knowledge of standard operating systems, networking protocols and technical support procedures. Skilled in identifying and resolving complex technical problems.

EXPERIENCE

RCA- Rural Carrier Associate

United States Post Office

📅 11/2017 - 11/2023 📍 Grayson, GA

Company Description

- Demonstrated flexibility in adjusting schedules to accommodate unexpected staff shortages or increased workload demands.
- Maintained records on customers with mail forwarding and change of address requests.
- Trained new Rural Carrier Associates on best practices for efficient mail processing, vehicle operation, and customer service procedures.
- Boosted overall productivity by staying up-to-date on postal regulations, technological advances, and tools that improved delivery methods.

Office Clerk

State Farm Insurance

📅 10/2012 - 11/2017 📍 Alpharetta, GA

Company Description

- Improved mail processing efficiency by {15%}, resulting from maintaining {20} machines and equipment.
- Optimized mailroom efficiency by maintaining stock levels, resulting in a {15%} reduction in order delays.
- Increased office efficiency by maintaining accurate filing systems and streamlining administrative processes.
- Upheld strict confidentiality standards when handling sensitive client or company information in both digital formats or hard-copy documents.

EDUCATION

Cybersecurity Professional Certification

NC State University

📅 07/2023 - 05/2023

BFA of Graphic Design

State University of West Georgia

📅 08/2000 - 12/2004

CERTIFICATIONS



COMPTIA Sec+

Oct. 2024-Oct. 2027

Pursuant: CCST FEB. 25

Pursuant: CCNA APR. 25

BADGES



Network Security

Canvas Issued
Dec 24

Microsoft Security

Canvas Issued
Dec 24

Computer Networking

Canvas Issued
Dec 24

Cyber Infrastructure & Technology

Canvas Issued
Dec 24

SKILLS

Tool / Technology

OP Systems: Windows Linux

Programming: Python/ Powershell

Software: Office365/ VM Ware/ Docker/ Siem/ Splunk

AnyDesk-Remote Desktop Access

JIRA-Ticket System InTune-MDM

Tool / Technology Tool / Technology

PROJECTS



Developed and maintained an IT Developer Lab, including a network of virtual machines, utilizing tools like Kali Linux, Nmap, Any desk-Remote Desktop Service, JIRA-ticket system, Splunk, and Siem to refine my technical proficiency.