

Daphne Louis-Juste

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IT SUPPORT EXPERIENCE

Enterprise IT Infrastructure Simulation

Technologies: VMware, , Windows server 19/25,Windows 10/11,Active Directory,Group Policy,Spiceworks,osTicket,Azure,Microsoft 365, Entra ID

- Built a hybrid Active Directory environment using Azure VMs and VMware, hosting windows Server 19/25 with Windows 10 and 11 clients,managing over 25+ simulated users through centralized authentication and access control.
- Configured Group Policy Objects(GPOs) to enforce password policies,silent software installations, and mapped network drive, achieving 100% compliance across devices.
- Integrated Azure AD(Entra ID) with on-prem AD, achieving synchronized identities for 25 users,simulating hybrid cloud operations used by enterprises.
- Implemented osticket and spiceworks, resolving 20+ simulated IT incidents with an average response time of <15 minutes,aligning workflows, with ITIL best practices.

Network Monitoring Project

Technologies: Wireshark,Dell Latitude 5490,Managed Switch, Open Source Router

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CERTIFICATION

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|----------------------|--------------------------|
| • ITIL 4 FOUNDATIONS | Completed: February 2025 |
| • COMPTIA A+ | Completed: July 2025 |
| • NETWORK+ | Expected: January 2026 |

EDUCATION

Western Governors University Expected: December 2026
Bachelors of Science in Information Technology

- Relevant Coursework: IT Foundations,Network and security(Foundations),IT Applications,Networks,Cloud Foundations

PROFESSIONAL EXPERIENCE

Bealls Florida December 2022-Present
Customer Service Associate
Cape Coral,FL

- Provided **technical support** by troubleshooting POS system freezes,restarting terminals, and performing hardware maintenance on card scanners and receipt printers,ensuring **99% operational uptime**.
- Guided customers through checkout and loyalty/credit program sign-ups,demonstrating **user support and onboarding skills** while managing **high-volume transactions**.
- Assisted in store system operations and workflow optimization by identifying and resolving **technical and procedural issues**,improving efficiency by 20%