**ALERIC STELL**

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# ABOUT ME

Proactive IT professional with a B.S. in Computer Science and over two years of hands-on experience supporting enterprise-level IT environments in higher education and healthcare. Skilled in Windows, Linux, and macOS environments with a working knowledge of networking, scripting, lab support, and system administration. Proven ability to collaborate with student IT teams, maintain technical documentation, and implement solutions that improve system performance.

# EDUCATION & CERTIFICATIONS

**Clemson University** 2019 – 2024
Bachelor of Science in Computer Science

* Relevant Coursework: Cybersecurity, Networking, Cloud Computing, Operating Systems

**CompTIA A+ Certification** 2025 – 2028

# PROFESSIONAL EXPERIENCE

**IT Support Analyst***Lexington Medical Center, Columbia, SC* Jun 2024 – Present

* Troubleshoot hardware/software issues for hospital staff across desktops, printers, and POS devices.
* Support LAN/WAN connectivity, cabling installations, and network configuration tasks.
* Document service requests using ITSM platform to ensure compliance and traceability.
* Deliver training and support to end users on basic IT functions and security best practices.

**Student Support Center Consultant**

*Clemson University, Clemson, SC* Jan 2022 – May 2024

* Delivered Tier 1 technical support for students, faculty, and staff via walk-in and remote channels
* Resolved common issues related to accounts, software installs, Wi-Fi connectivity, and printing
* Performed basic diagnostics and occasional hardware repairs (e.g., hard drive swaps, RAM replacement).
* Followed SOPs to log support tickets and escalate issues to higher-tier staff when needed.
* Selected to assist with device inventory and auditing tasks for another campus IT department.

**IT Engineering Intern** *Naval Information Warfare Center, Charleston, SC* May 2020 – Aug 2020

* Participated in security briefings and technical discussions, taking notes to understand compliance protocols, network architecture, and cybersecurity practices.
* Assembled Ethernet cables by cutting and crimping RJ-45 connectors, assisting with lab and office cabling needs.
* Proactively examined a pallet of decommissioned servers to assess potential reuse, gaining exposure to server hardware components and data center operations.
* Supported IT staff with cable management and basic infrastructure tasks, including labeling and organizing connections.
* Gained familiarity with military-grade IT standards, documentation practices, and system lifecycle procedures.

# TECHNICAL SKILLS

**Systems & Platforms:** Windows Server, Windows 10/11, macOS, Linux (Ubuntu)

**Tools & Services:** Active Directory, Group Policy, MDM, Office 365, Git, AWS, Docker

**Scripting & Languages:** PowerShell, Bash, Python, C++, Java, HTML/CSS, REST APIs

**Networking:** LAN/WAN, TCP/IP, DNS, DHCP, Ethernet Cabling, Network Troubleshooting

**Other:** Ticketing Systems (e.g., Jira Service Management), End-User Support

# CAMPUS & LEADERSHIP INVOLVMENT

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| **Alpha Phi Omega**  |  |
| National Service Fraternity, Clemson University  | 2021 – 2024  |

* *Pledge Class Fellowship Chair*, Spring 2021
* *Bylaws Representative*, Fall 2021
* Earle M. Herbert Fellowship Award Recipient, Fall 2023

Engaged in leadership and community outreach, helping foster inclusive, service-oriented communities.