

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

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.