Shaquille Georges

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Professional Summary

Motivated IT support professional with hands-on experience in customer service and a strong foundation in troubleshooting, system administration, and technical problem solving. Currently training for CompTIA A+, CompTIA Network+, and Microsoft Azure (AZ 900, AZ-104) certifications. Adept at balancing multiple priorities, assisting users, and maintaining a high level of professionalism. Seeking to bring strong communication, problem-solving skills, and a growing technical background to an IT Support or Help Desk role.

Education

University of Central Florida – Orlando, FL

Bachelor of Arts in Digital Media – Game Design | GPA: 3.2

Honors: Phi Theta Kappa, National Society of Leadership & Success

Technical Skills

- **Operating Systems:** Windows 10/11, macOS, basic Linux familiarity
- **Networking:** TCP/IP, DNS, DHCP, network troubleshooting (in training for Network+)
- **Cloud Platforms:** Microsoft Azure (AZ-900T00, AZ-104T00 training in progress)
- **Hardware Support:** Workstations, printers, mobile devices, peripherals
- **Software:** Microsoft 365, Active Directory (fundamentals)
- **Customer Service:** Conflict resolution, clear communication, user-focused support
- **Certifications (in progress):** CompTIA A+, CompTIA Network+, Microsoft Azure Fundamentals (AZ-900), Microsoft Azure Administrator (AZ-104)

Professional Experience

Publix Super Markets – Palm Bay, FL

Front Service Clerk | 2021 – Present

- Assist customers daily with a positive, professional attitude, ensuring satisfaction and resolving service concerns.
- Manage high-volume tasks including bagging, cart retrieval, and store cleanliness, contributing to efficient store operations.
- Support team collaboration by assisting co-workers and communicating effectively in a fast-paced environment.
- Recognized for 4 years of service with consistent reliability and dedication.

University of Central Florida – Orlando, FL

Student Projects (BA in Digital Media – Game Design) | 2018 – 2020

- Collaborated with peers on multiple projects, applying technical problem-solving and coding skills (Unity, C#, Unreal Engine, C++).
- Developed, debugged, and optimized software for group projects, strengthening troubleshooting and teamwork abilities.
- Portfolio: shaquillegeorges.com

Honors & Activities

- Orientation and Leadership Training Certificate, Foundations of Leadership Certificate
- Member of Game Dev Knights student group (collaborative projects, team-based problem solving)
- Bayside Engineering Technology Academy (BETA)