

## Dillon McDonough

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### EDUCATION

#### **University of Cincinnati (UC), Cincinnati, Ohio**

Anticipated Graduation: November 2027

Bachelor of Science, Information Technology (IT)-Networking (admitted dual degree program)

GPA: 3.78/4.00

Bachelor of Science, Information Technology (IT)-Cybersecurity

*Relevant Coursework:* Computer Programming 1, Database Management I, Intro to Web Development, Implication and Fundamentals of IT.

#### **University of the Army (Signal), Ft Gordon, Georgia**

August 2020-February 2021

Information Technology (IT)-Networking

*Relevant Coursework:* Foundations, Software implementation, Network Fundamentals, Network Essentials, Capstone project

### TECHNOLOGY SKILLS AND COMPETENCIES

**Software:** NetBeans, Microsoft 2019 SQL Server Management Studio, Microsoft 2012 Servers, Microsoft 2012 Mail Servers, Active Directory.

**Programming Languages:** Experience with Java, HTML & CSS (coursework and personal research), SQL Server.

**Operating Systems:** Operational knowledge of Windows, Mac, and Linux Environments; Cloud Storage Platforms.

**System Administration:** Install/administer network services including command line.

**Support:** Able to troubleshoot software, hardware, and technical issues.

**Networking:** Knowledge of network configuration, hubs, routers, switches, Ethernet, IP/TCP, and LAN assembly.

### TECHNICAL WORK EXPERIENCE

#### **BestBuy Geek Squad**

650 Eastgate S Dr, Cincinnati, Ohio, 45245

April 2022-Present

- Troubleshoot multitude of simple and technical problems.
- Explained and taught clients how to implement techniques for easier access of technology.
- Acted as a leader/support for associates when technical expertise was required.
- Innovative thought process to solve issues.
- Remained informed and up to date on majority of technology used by clients.

#### **Army National Guard (IT Specialist)**

174<sup>th</sup> ADA HHB, Cincinnati, Ohio

August 2020-Present

- Report all flaws with equipment and technology to leaders.
- Troubleshoot difficulties personnel have with communications, software, and hardware.
- Keep section organized, clean, and maintained.
- Maintained working materials and provided recommendation on non-repairable equipment through Preventative maintenance checks and services (PMCS).

#### **CPR (Cell Phone Repair)**

8460 Beechmont Ave, Cincinnati, Ohio, 45255

January 2021-June 2021

- Performed technical duties of repairing hardware.
- Problem solved unfamiliar issues.
- Troubleshot difficulties clients would experience.
- Operated as a standard repair tech that would communicate efficiently to leaders and to clients.

### LEADERSHIP & EXTRACURRICULAR

#### **Capstone Project Leader**

Army Signal School (AIT)

August 2021-February 2022

- Lead a group of 4 to build a mail server and LAN server.
- Productive communication with other group leaders.
- Provided adequate knowledge and understanding of systems.
- Managed, informed, and taught members of group/class information pertaining to servers and networks.