

Preah Smith

Technical Support Specialist

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Lakehills, TX

[LinkedIn](#)

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SUMMARY

Driven cybersecurity student at UTSA with hands-on experience in technical support, networking, and system troubleshooting. Proven ability to diagnose complex IT issues, support diverse operating systems, and apply cybersecurity best practices in fast-paced environments. Brings a strong combination of communication, problem-solving, and customer service skills to technical teams, with a passion for information security, system administration, and software development.

TECHNICAL SKILLS

Systems	Windows, macOS, Linux, iOS, Docker, Microsoft Office, Git
Networking	TCP/IP, DNS, DHCP, Firewalls, VPN, Network Troubleshooting, LAN/WAN
Security	Cybersecurity fundamentals, security best practices, user account management
Programming	Python, HTML/CSS, Java, Bash scripting
Tools	IT ticketing systems, CRM platforms, remote desktop support

EDUCATION

B.B.A. in Cyber Security | *University of Texas at San Antonio* Expected Graduation **August 2026**
GPA: 3.75 | Relevant coursework: Network Security, Information Assurance, Linux & SQL, Cybersecurity Fundamentals

WORK EXPERIENCE

Technical Support Advisor | *Apple (Remote)* 01/2024 – 07/2025

- Served as first point of contact for customers, delivering remote technical support across Mac, iPhone, iPad, and Apple Watch
- Resolved an average of 150+ cases weekly, guiding users through diagnostics, troubleshooting, and security best practices
- Maintained a 97% customer satisfaction rating by providing empathetic, clear, and efficient solutions in high-volume environments
- Leveraged IT ticketing and CRM platforms to manage cases, track resolutions, and ensure timely follow-ups and accurate documentation

Head Cashier | *The Home Depot* | *Boerne, TX* 01/2021 – 01/2024; 10/2025 – Present

- Supervised a team of cashiers and managed thousands of weekly transactions in a high-volume retail environment
- Trained new employees on POS systems, compliance procedures, and customer engagement, improving team efficiency and reducing errors
- Resolved escalated customer issues and technical POS challenges, serving as the go-to problem solver for store operations

- Developed strong leadership, customer service, and technology-driven retail systems experience

PROJECTS

Home Lab | *Linux Server & Media Management*

- Designed and deployed a Linux-based home server, configuring Bash scripts and ffmpeg for automated media organization and file sharing
- Implemented user account management and tested networking configurations, reinforcing practical skills in Linux administration and security
- Documented setup and troubleshooting processes, building a foundation in system documentation and self-directed learning

CERTIFICATIONS & TRAINING

- CompTIA A+ (220-1201 & 220-1202) — January 2026
- CompTIA Security+ (SY0-701) — In Progress, Expected June 2026
- Tools of the Trade: Linux and SQL — February 2024
- Connect and Protect: Networks and Network Security — April 2024