

# Carston Billy

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## EDUCATION

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### San Jose State University

Bachelor of Science in Business Administration  
*Emphasis: Management Information Systems*

*San Jose, CA  
May 2024*

## EXPERIENCE

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### SJSU College of Engineering

*IT Support Student Assistant*

*San Jose, CA  
Jan 2023 – Present*

- Utilized iSupport ticketing system to record and manage faculty/student issues and complaints
- Assisted users/faculty with software installations, account setups and general inquiries
- Led hardware and software upgrades in engineering labs in order to improve system performance and user experience
- Setup video conference meetings for faculty using several platforms (Zoom, Microsoft Teams, Skype)

### City of Sacramento

*IT Support Specialist Intern*

*Sacramento, CA  
August 2022 – Jan 2023*

- Upgraded and deployed hardware/software based on City policy and regulations
- Managed Active Directory and VOIP systems
- Provided comprehensive support to City employees, addressing hardware, software and network issues promptly and effectively
- Assisted in creating user-friendly documentation and knowledge base articles to assist users to resolve common issues independently

## CERTIFICATIONS

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- CompTIA A+ December 2024
- AZ-900 (MS Azure Fundamentals) October 2024
- DP-900 (MS Azure Data Fundamentals) December 2024

## LEADERSHIP & INVOLVEMENT

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### Alpha Tau Omega Fraternity

*Risk Management Officer*

*San Jose, CA  
January 2023 – Present*

- Identified and assessed potential risks that could impact organization's operations and reputation
- Developed a risk framework and adjusted it to adapt to changing circumstances, new risks and past incidents that affected organization
- Ensured that organization consistently complied with school regulations and standards in order to continue operations
- Provided training and workshop sessions in order to educate members about risk mitigation and created a risk-aware culture within the organization

## SKILLS

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- Active Directory
- Help Desk Ticketing Systems (iSupport, ServiceNow)
- Firewall Configuration
- Basic Python and SQL
- Basic IBM Maas360