

COLE PLYMPTON

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CAREER OBJECTIVE

Dedicated IT professional with hands-on experience in access management, device monitoring, and event support, seeking to expand my skills in threat detection and vulnerability management as a Cyber-Security Operations Center Intern with FSU's Information Technology Services.

PROFESSIONAL EXPERIENCE

Florida State University Athletics, Tallahassee FL.

March 2023 – Present

IT SUPPORT ASSISTANT

- Managed user access and permissions by configuring Group Policy Objects (GPOs) in Active Directory, ensuring secure access control aligned with role requirements
- Monitored IT assets and network activity using tools like PRTG and Lansweeper to track device performance, detect potential issues, and support proactive threat management efforts
- Conducted SSL certificate refreshes on Linux-based servers and NAS systems
- Provided technical support for FSU Athletics staff and events, troubleshooting and resolving issues to ensure smooth, secure IT operations
- Utilized Mobile Device Management tools for Apple and Android devices, ensuring secure and efficient device configuration and compliance

Subway, Miami FL.

May 2022 – August 2022

SANDWICH ARTIST

- Maintained high standards of food quality and customer service in a fast-paced environment
- Completed closing operations and cash register duties, ensuring smooth daily operations

Lawton Chiles Middle School, Miami FL.

August 2020- June 2021

TECHNICAL SUPPORT AND MEDIA RESOURCES INTERN

- Edited and monitored school website activity, providing faculty with timely updates
- Assisted faculty with technical issues and created digital media for school promotions

EDUCATION

Bachelor of Science, Information Technology,

Expected: May 2025

FLORIDA STATE UNIVERSITY, Tallahassee, FL

GPA: 3.4

SKILLS

- **Technical Support:** Experienced in device imaging, remote support, in-person troubleshooting, and event-based IT support
- **System Monitoring & Management:** Skilled in using PRTG, Lansweeper, and MDM tools for monitoring and managing devices across networks
- **Media Creation:** Skilled in photo and video editing software within the adobe suite, media creation, and social media distribution
- **Languages:** Proficient in HTML/CSS and JavaScript, Competent in C++ and Python