

MICHAEL RUFLE

IT SUPPORT PROFESSIONAL

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ABOUT ME

IT support professional with CompTIA A+ certification and hands-on experience with Windows, Linux, PC hardware, networking, and vulnerability assessment. Experienced in troubleshooting technical issues and supporting users, with practical experience using Kali Linux, Nessus, and virtualization labs. Seeking an entry-level Help Desk or IT Support position.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Linux

Hardware: PC hardware, installation, configuration, troubleshooting

Networking: TCP/IP, DNS, DHCP, FTP, basic network troubleshooting

Support: Hardware/software troubleshooting, user support, system configuration

Security: Vulnerability assessment, Nessus, basic penetration testing

Tools: Git, GitHub, VS Code, VirtualBox

PROFESSIONAL EXPERIENCE

Walgreens — Shift Leader & Certified Pharmacy Technician

June 2021 – Present

- Troubleshoot and resolve POS, software, mobile application, and system issues for customers and employees.
- Train employees on POS and inventory systems, providing technical support and guidance to reduce user errors.
- Provide customer and technical support in a fast-paced environment while managing multiple priorities.
- Diagnose problems, identify solutions, and communicate technical information clearly to users.
- Manage daily operations, including cash handling, register balancing, inventory, and workflow coordination.

EDUCATION

Hunter Business School

Jan 2022 - Feb 2024

Computer Technician Networking Specialist Program

CERTIFICATIONS

CompTIA A+ - CompTIA

Certified 2025

PROJECTS

Linux Cybersecurity Lab

- Practiced network reconnaissance, system enumeration, and security testing in controlled environments.
- Used Kali Linux tools to develop practical familiarity with penetration-testing workflows.

Vulnerability Assessment Lab

- Set up and configured a Windows 10 Virtual Machine
- Installed and configured Nessus scanner on the Windows VM.
- Conducted comprehensive vulnerability scans using Nessus.
- Identified and analyzed vulnerabilities in the system and installed vulnerable software for testing purposes
- Deployed and implemented remediation strategies.

PROJECTS

Personal Portfolio Website

- Designed and developed a personal portfolio website to showcase technical skills, projects, and professional experience.
- Configured web hosting and FTP access for managing website files.
- Implemented a responsive layout and organized project and technical information for prospective employers.
- Used the website as a central portfolio for demonstrating hands-on IT and technical work.