

Connor Townsend

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Summary

Computer Science senior with 2+ years of IT support experience, including 1 year as Lead IT Technician overseeing a team of 6+ technicians at Auburn University. Dell Client Foundations 2025 certified with hands-on expertise in Microsoft Entra ID, Windows Server, endpoint management, and hardware support across Apple and Windows environments

Education

Auburn University

Auburn, AL

Bachelor of Science, Computer Science. Minor in Animation.

December 2026

Relevant Coursework: Web Development I & II, Mobile App Development (Swift/SwiftUI), Database Systems, Java, OS, Animation 2D I, Animation 3D II, Game Design II

Technical Skills

Certifications: Dell Client Foundations 2025 (Completed May 2026)

Microsoft: Microsoft Entra ID, Windows Server, Microsoft 365, Active Directory

Operating Systems: Windows 10/11, macOS, iOS, Apple Products, Linux

IT Operations: Endpoint management, system deployment, hardware support, network switches, printer support, asset tracking, IT auditing

Programming: Focus: C++ | **Major:** Python HTML/CSS, JavaScript, PHP, Swift/SwiftU, SQL **Minor:** Java, Python, GDscript

Proficiencies: Unreal Engine 5, Godot, Visual Studio, Git, Adobe Photoshop, After Effects, Autodesk Maya, VMware, Godot,

Professional Experience

Auburn University

Auburn, AL

Lead IT Technician

December 2025 – Present

- Oversee team of 12+ IT technicians providing daily leadership, task direction, and onboarding
- Manage IT asset tracking, device deployment, and equipment lifecycle across College of Business
- Coordinate Dell hardware dispatches using Dell Client Foundations 2025 certification
- Administer Microsoft Entra ID and support Windows Server and endpoint management operations
- Conduct IT audits ensuring consistent operations across department facilities

Auburn University

Auburn, AL

Information Technology Technician

November 2024 – December 2025

- Provided Tier 1/2 technical support for end-users across hardware, software, and network issues
- Installed, configured, and maintained computers, printers, and networked devices
- Supported Apple and Windows environments including macOS, iOS, and Microsoft 365
- Assisted with system deployments and ongoing endpoint maintenance

Tuscaloosa County Board of Education

Tuscaloosa, AL

Information Technology Technician (Internship)

May 2018 – July 2019

- Delivered IT support across school district facilities including printer and network operations
 - Supported network switch configuration and system deployment district-wide
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