



WILLIAM YARBROUGH

TECHNOLOGY SUPPORT TECHNICIAN

EXPERIENCE

Pensacola State College

Pensacola, FL

Technology Support Technician

May 2025 – Present

- Provide Tier 1 and Tier 2 technical support to faculty, staff, and students, resolving hardware, software, and network connectivity issues.
- Utilize ticketing systems to document, track, and resolve technical incidents, ensuring strict adherence to Service Level Agreements (SLAs).
- Assist in the deployment and imaging of workstations, managing user accounts via Azure and Active Directory, and troubleshooting peripheral devices.
- Collaborate with the cybersecurity team to identify and report potential security risks observed during routine support tickets.

EG America

Pensacola, FL

Assistant Manager

2021 – 2023

- Managed daily operations for a high-volume retail location, including crew scheduling, inventory control, and weekly product ordering.
- Responsible for high-trust financial duties, including cash management, safe audits, and bank deposits.
- Resolved escalated customer complaints and maintained operational standards for safety and compliance.

United States Army

Combat Medic

- **Incident Response & Triage:** Trained to rapidly assess chaotic situations and execute standard operating procedures (SOPs) under extreme pressure.
- **Prioritization:** Developed critical thinking skills to prioritize tasks in high-stress environments.
- **Adaptability:** Demonstrated ability to quickly learn technical equipment and strict protocols.

EDUCATION

Bachelor of Applied Science (B.A.S.) in Cybersecurity

May 2027

Pensacola State College

Focus: Information Security

Associate of Science (A.S.) in Cybersecurity

Graduated May 2025

Pensacola State College

Magna Cum Laude

Computer Systems & Info Tech (CSIT)

Spring 2021

Locklin Technical College

Certification: CompTIA A+

CONTACT

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 Pensacola, FL

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SUMMARY

Dedicated Technology Support professional and Cybersecurity student with a Magna Cum Laude A.S. degree. Combines help desk troubleshooting and hardware configuration experience with a disciplined military background. Proven ability to manage complex workflows and solve technical problems efficiently.

CERTIFICATION

CompTIA A+ Certified

TECHNICAL SKILLS

Security & Networking

Network Troubleshooting, Vulnerability Concepts, InfoSec Best Practices, Hardware Config.

Coding & Scripting

Python, HTML5, CSS3, JavaScript, Batch Scripting.

Systems & Support

Windows OS, Active Directory, Ticketing Systems, Remote Desktop, Inventory Mgmt.