

LATOYYA SMITH

IT SUPPORT | ENTERPRISE TECHNOLOGY | TECHNICAL OPERATIONS

Houston, TX | (713) 449-3442 | latoyya@gmail.com | latoyyasmith.com

PROFESSIONAL OVERVIEW

Versatile technology professional with a strong foundation in enterprise IT support, end-user computing, technical operations, web development, and client service. Experienced supporting users across Windows, macOS/OS X, Linux, Chrome OS, and mobile environments; diagnosing hardware, software, connectivity, access, and peripheral issues; and supporting system imaging, device deployment, asset management, collaboration technologies, and remote access. Combines enterprise and education IT experience with years of entrepreneurial, client-facing technology work. M.S. in Computer Science with CompTIA A+ and Network+ credentials and current Microsoft Azure Fundamentals (AZ-900) study.

WORK EXPERIENCE

OWNER | GRAPHIC DESIGNER / WEB DEVELOPER | 4Twelve Designs, Houston, TX | 2016 – Present

- Operate a client-service business delivering digital and print design, branding, website development, maintenance, and technology solutions for individuals, small businesses, and organizations.
- Manage multiple client projects from requirements through delivery, translating business needs into practical technical and creative solutions while maintaining responsive customer communication.
- Build and maintain responsive websites using HTML5, CSS3, JavaScript, and related technologies; troubleshoot website, application, and configuration issues as client needs evolve.

WEB DEVELOPER | HQ Consulting, Houston, TX | 2018 – 2020

- Built and maintained responsive client websites and applications using React, Node.js, JavaScript, HTML5, and CSS3.
- Implemented dynamic functionality using third-party APIs, optimized site performance, and participated in team meetings and code reviews.
- Collaborated with team members and stakeholders to investigate issues, implement solutions, and manage multiple technical priorities.

IT ENGINEERING INTERN | Google, New York, NY | 2013

- Delivered onsite and remote enterprise technology support across Windows, OS X/macOS, Linux, Chrome OS, and Android environments, resolving hardware, software, application, account-access, and connectivity issues.
- Supported workplace technologies including video conferencing, VoIP, mobile devices, office communication tools, and remote-access services.
- Created, configured, and terminated user accounts; investigated support requests and documented, resolved, or escalated issues as appropriate.

COMPUTER SUPPORT SPECIALIST | Texans CAN! Academy, Houston, TX | 2010 – 2012

- Delivered end-user technology support to staff and students, diagnosing and resolving hardware, software, printer, network, and access issues.
- Maintained computer labs and device readiness through hardware repairs, system imaging, software updates, computer/peripheral setup, and device deployment.
- Maintained asset records and supported loaner-equipment assignment, tracking, return, and readiness for redeployment; documented technical procedures and support information.

EARLIER DESKTOP / FIELD SUPPORT | P.E.Q. Consulting; CHR Solutions; Best Buy Geek Squad; H&R Block — Houston, TX | 2007 – 2010

- Provided customer-facing desktop and field support including hardware diagnostics and replacement, Windows troubleshooting, system imaging, printer/network configuration, VPN setup, and network-drive mapping.

EDUCATION

M.S., Computer Science | Texas Southern University — 2015

B.S., Computer Science | University of Houston–Downtown — 2013 | Minor: Applied Mathematics

A.A.S., Electronics & Computer Technology | DeVry University–Houston — 2006

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Microsoft Azure Fundamentals (AZ-900) — In progress; exam planned November 2026 | **CompTIA A+** | **CompTIA Network+**

TECHNICAL SKILLS

End-User & Remote Support • Windows 10/11 • macOS/OS X • Linux & Chrome OS Exposure • Hardware Diagnostics • System Imaging • Software Installation & Updates • Device Deployment • Printers & Peripherals • Asset & Loaner Equipment Tracking • Active Directory & User Access • Microsoft 365 / Office • TCP/IP, DNS, DHCP • VPN & Network Drive Mapping • Video Conferencing • VoIP • Mobile Device Support • Technical Documentation & Escalation • HTML5 • CSS3 • JavaScript • React • Node.js • Git/GitHub • PowerShell (Basic)