

LATOYYA SMITH

IT SUPPORT | END-USER TECHNOLOGY | TECHNICAL OPERATIONS

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

PROFESSIONAL OVERVIEW

Experienced technology professional with a strong background in enterprise IT support, end-user technology, technical operations, and customer service. Skilled in diagnosing and resolving hardware, software, application, connectivity, account-access, printer, peripheral, and mobile-device issues across Windows, macOS/OS X, Linux, Chrome OS, and Android environments. Hands-on experience with system imaging, software installation and updates, device deployment, asset and loaner-equipment tracking, remote access, user-account administration, video conferencing, and technical documentation. Brings enterprise experience from Google, education and field-support experience, and current client-facing technology work as a small-business owner. M.S. in Computer Science with CompTIA A+ and Network+ credentials; currently preparing for Microsoft Azure Fundamentals (AZ-900).

CORE COMPETENCIES

End-User Support • Remote & Onsite Support • Incident Troubleshooting • Hardware Diagnostics • Windows 10/11 • macOS/OS X • System Imaging • Software Installation & Upgrades • Device Deployment • Printers & Peripherals • Asset & Loaner Equipment Management • Active Directory & User Access • Microsoft 365 / Office • TCP/IP, DNS & DHCP • VPN & Remote Access • Video Conferencing • VoIP • Mobile Device Support • Technical Documentation • Issue Escalation • Customer Service

PROFESSIONAL EXPERIENCE

OWNER | TECHNOLOGY & CREATIVE SERVICES | 4Twelve Designs, Houston, TX | 2016 – PRESENT

- Manage a client-focused small business delivering web, digital, print, branding, and technology solutions for individuals, small businesses, and organizations.
- Coordinate multiple concurrent client requests from requirements through delivery, troubleshoot technical and website issues, and communicate solutions in clear, customer-friendly language.
- Develop and maintain responsive websites using HTML5, CSS3, JavaScript, and related technologies while supporting updates, configuration changes, and evolving client needs.

WEB DEVELOPER | TECHNICAL CLIENT SUPPORT | HQ Consulting, Houston, TX | 2018 – 2020

- Supported client applications and web environments while collaborating with team members and stakeholders to investigate issues and implement effective solutions.
- Installed and configured software environments and built responsive solutions using React, Node.js, JavaScript, HTML5, and CSS3.
- Managed multiple technical priorities, participated in team meetings and code reviews, and communicated changes and issue resolution to stakeholders.

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, resolving hardware, software, corporate-application, access, and connectivity issues.
- Supported workplace and collaboration technologies including video conferencing, VoIP, office communication tools, mobile devices, and remote-access services.
- Managed user-account lifecycle activities including creation, configuration, and termination; investigated requests and documented, resolved, or escalated issues as appropriate.

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

- Provided responsive end-user support to staff and students, diagnosing and resolving computer, software, printer, network-connectivity, and user-access issues.
- Maintained computer labs and device readiness through hardware repairs, system imaging, software updates, workstation/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.

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

- Delivered customer-facing desktop and field support including hardware diagnostics and component replacement, Windows troubleshooting, hard-drive imaging, network-printer configuration, TCP/IP/DNS 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+**