

# LILIANE KONISSI

## Aspiring IT Support Professional | Per Scholas AI-Enabled IT Support Candidate

Linux Self-Study • Computer Hardware Basics • Operating Systems • Networking Fundamentals

Glen Burnie, Maryland | konissili@gmail.com | Open to technical training and entry-level IT support roles

### PROFESSIONAL SUMMARY

Motivated and detail-oriented professional seeking to begin a career in Information Technology. Brings customer service, problem-solving, organization, and attention to detail from professional and academic experiences. Actively building technical knowledge through self-study in Linux, computer hardware, operating systems, networking fundamentals, and technical support concepts. Eager to learn, contribute, and grow through the Per Scholas AI-Enabled IT Support program.

### CORE COMPETENCIES

|                           |                       |                      |                     |
|---------------------------|-----------------------|----------------------|---------------------|
| Technical Troubleshooting | Customer Service      | Windows Fundamentals | Linux Fundamentals  |
| Networking Basics         | Hardware Fundamentals | Problem Solving      | Teamwork            |
| Time Management           | Microsoft Office      | Documentation        | Attention to Detail |

### PROFESSIONAL EXPERIENCE

#### Delivery Logistics Associate | Walmart • Laurel, MD

March 2024 – Present

- Prepared, organized, and verified customer delivery orders while maintaining accuracy in a fast-paced environment.
- Used handheld devices and store systems to scan items, check order status, and follow delivery workflow steps.
- Identified and resolved order issues such as missing items, substitutions, delays, and incorrect labels by following company procedures.
- Maintained organized documentation and status updates for delivery orders, supporting issue tracking and accountability.
- Developed transferable IT support habits, including troubleshooting, attention to detail, process follow-through, and device-based task management.

### TECHNICAL LEARNING & PROJECTS

#### IT Fundamentals Learning Portfolio | Self-Directed Study *Linux, Hardware, Operating Systems, Networking*

##### Linux Self-Study

- Practiced Linux command-line navigation and file management using commands such as ls, cd, pwd, mkdir, cp, mv, rm, cat, grep, df, and free.
- Explored operating system concepts, file structures, system resources, and basic troubleshooting techniques.

##### Computer Hardware Fundamentals

- Studied computer components including CPU, RAM, storage devices, motherboards, power supplies, and peripheral devices.
- Learned basic hardware functions, common symptoms, and beginner troubleshooting concepts.

##### Operating Systems Fundamentals

- Studied basic Windows and Linux operating system concepts including users, files, updates, settings, and security awareness.
- Practiced thinking through common support issues such as slow performance, login problems, and software errors.

##### Networking Fundamentals

- Studied IP addressing, DNS, DHCP, routers, switches, Wi-Fi connectivity, and basic network troubleshooting.
- Learned how to approach connectivity issues using step-by-step problem solving and clear documentation.

### EDUCATION

#### Bachelor of Science in Management | ESSEC Business School • Douala, Cameroon

Graduated 2015

### CERTIFICATIONS & TECHNICAL SKILLS

- Linux Fundamentals — Self-Study
- Computer Hardware Fundamentals — Self-Study
- Networking Fundamentals — Self-Study
- Microsoft Office Suite — Word, Excel, PowerPoint, Outlook

#### Professional Strengths:

Accuracy and attention to detail • Customer service • Problem solving • Adaptability • Teamwork • Continuous learning • Organized documentation