

# ALEXANDER DOYLE

## PROFILE

Associate's degree in Cloud Computing & IT – Expected 12/2025  
CompTIA A+ Certified – 07/2025  
Currently pursuing Network+ and Security+ with expected completion before graduation.

## TOOLS & TECHNOLOGIES

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- Active Directory / Group Policy
- Microsoft 365
- VirtualBox / Azure
- Firewall & antivirus
- Ticketing systems
- Remote support tools
- Cisco Packet Tracer
- MMC, DISM, chkdsk...

## KEY SKILLS

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- Hardware/Software Troubleshooting
- Operating systems
- Networking concepts
- Security principles
- Identity and Access Management
- Cloud Computing
- System Administration
- Mobile & Device Support
- Data Backup & Recovery

## WORK EXPERIENCE

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### Retail Sales Associate

Ignite vapors | Sarasota, FL  
2024 – Present

Delivered top tier customer service while driving sales in a fast past retail environment. Balanced deep product knowledge to match customers with the right solutions. Efficiently processed transactions, maintained store organization, and ensured a positive, repeatable customer experience.

### Shift Lead / Manager

Taco Bell | Palmetto, FL  
2021 - 2024

Took charge of daily operations during peak hours, ensuring smooth workflow and team performance. Trained and motivated staff to exceed service standards. Resolved customer issues quickly, enforced food safety protocols and optimized shift productivity. Handled cash, managed inventory and operated open/close tasks efficiently.

## EDUCATION

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### Associates in Cloud Computing & IT

Keiser University  
December 2025