

D'Angelo Logan

dangelo.logan137@gmail.com | www.linkedin.com/in/dangelo-logan | 443-712-6592 | Maryland, US

PROFESSIONAL SUMMARY

IT support professional with hands-on experience troubleshooting hardware, software, and network issues, along with practical Active Directory administration and ticketing system experience. Comfortable managing incidents end to end, from documentation through resolution, with a patient, customer-first approach to non-technical users. Currently expanding into Microsoft Entra ID and broader endpoint/identity administration skills.

KEY SKILLS

Hardware, Software & Network Troubleshooting • Active Directory (User & Group Management) • Ticketing Systems (ServiceNow)

Network Fundamentals (TCP/IP, DNS, DHCP, VPN) • Customer Service & Communication • Incident Documentation & Escalation

Virtualization (VMs) • Wireshark (Packet Analysis) • Attention to Detail

Adaptability & Quick Learning • Patience Under Pressure • Teamwork & Reliability

WORK HISTORY

Technical Operations Fellow | *Consult Lemonade*

February 2026 – July 2026

- Set up, configured, and troubleshoot AV equipment, IT hardware, and networking equipment (routers, switches), applying IP networking and packet forwarding concepts to support training sessions, events, and daily program operations.
- Supported nonprofit technology operations, helping train underrepresented communities on emerging technologies including AI, and analyzed program data in Excel and Google Sheets to identify trends and support data-driven decisions.
- Navigated ambiguous technical and operational challenges independently, coordinating logistics and digital resources to keep programs and events running smoothly.

Cybersecurity Fellow | *CodePath*

Fall 2025

- Completed a 10-week bootcamp covering security fundamentals, authentication, and access control concepts relevant to endpoint and identity administration.
- Practiced structured log review and clear documentation, useful for tracking incidents and compliance-related requests.

Extern, Snapchat

Summer 2025 – Fall 2025

- Researched real-world AR applications and collaborated with a team to build a working, user-friendly prototype.
- Applied UI/UX principles and iterative feedback to refine the prototype, balancing creative direction with technical constraints.
- Presented progress and design decisions to program mentors, translating technical work into clear, digestible updates.

IT Support Technician | *University of Maryland*

Spring 2023 – Fall 2023

- Provided first-line technical support, diagnosing and resolving hardware, software, and network connectivity issues for on-site users.
- Supported user accounts and access in an Active Directory environment, and managed a ticket queue with clear documentation of each incident.
- Delivered prompt, courteous support to a wide range of end users, following established procedures to keep resolution times low.

CERTIFICATIONS

- CompTIA Network+ (In Progress)
- AWS Academy Cloud Foundations

RELEVANT PROJECTS

Enterprise Network Monitoring Lab | *Independent Project*

Winter 2024 – Spring 2024

- Configured a multi-segment network with VLANs, DHCP, DNS, and Active Directory, then used Wireshark to diagnose and resolve connectivity issues.

US HAB CTI Regulations Management Platform (Capstone) | *University of Maryland*

Spring 2025

- Worked with a team to gather requirements and manage tasks on a deadline for a multi-stage project.

EDUCATION

Bachelor of Science, Information Science

University of Maryland — College Park, MD