

Nazeem Massoom Dickey

IT Support and Network Technician

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PROFESSIONAL SUMMARY

Entry-level IT support and network technician with freelance experience configuring home routers and resolving Windows, Ethernet, DNS, and PC hardware issues. Operates a documented three-node Proxmox environment and builds Cisco IOS labs focused on switching, routing, and break-fix validation.

TECHNICAL SKILLS

Support	Windows 10/11, PC hardware, router setup, user communication, documentation, escalation
Networking	TCP/IP, Ethernet, Wi-Fi, DNS, DHCP, VLANs, Cisco IOS, OSPF, NAT/PAT, ACLs
Infrastructure	Proxmox VE, OPNsense, Linux, Windows Server, Docker, LXC, managed switching
Operations	Troubleshooting, validation, backups, monitoring, recovery planning, change documentation

TECHNICAL EXPERIENCE

Freelance IT Support Technician

Self-employed | Boynton Beach, FL

Jun 2024 – Present

- Configure home routers and resolve Wi-Fi, Ethernet, DNS, Windows, and PC hardware issues for local clients, then explain fixes in plain language.
- Restored expected download performance within five minutes by tracing a 100 Mbps negotiated Ethernet link to a faulty cable and validating its replacement.
- Returned a no-boot PC to service in about one minute by checking the motherboard slot layout and reseating moved memory in a supported paired configuration.
- Restored domain lookup and browsing within five minutes by separating DNS failure from general connectivity and switching to a working Cloudflare resolver.

SELECTED TECHNICAL PROJECTS

Three-node Segmented Homelab

Proxmox VE | OPNsense | Managed switching | VLANs

2025 – Present

- Operate a three-node virtualization environment with separate network zones for management, storage, internal services, public services, and guests.
- Restored cluster quorum after a switch migration, repaired an OPNsense captive-portal binding, and migrated client DNS to Technitium with validation and recovery notes.

Cisco IOS Campus Practice System

Cisco CML | IPv4/IPv6 | OSPF | VLANs | NAT/PAT | ACLs

2026

- Built a reusable five-node dual-stack campus lab covering VLANs, trunks, EtherChannel, DHCP, NAT/PAT, ACLs, and OSPFv2/v3.
- Created blank, guided, and answer-key variants plus five break-fix tickets and show-command validation checklists.

EDUCATION AND CERTIFICATIONS

SouthTech Academy	High School Diploma, May 2026 Boynton Beach, FL Honor Roll and honors coursework
Certifications	CompTIA A+, Network+, Security+, CySA+ Cisco CCST IT Support, Networking, Cybersecurity Microsoft AZ-900, SC-900

RECOGNITION

- 1st Place, SkillsUSA Florida Internetworking, Apr 2026
- SkillsUSA NLSC National Competitor, Jun 2026
- CyberLaunch USF State Championship Qualifier

COMMUNITY INVOLVEMENT

Center for Child Counseling

Community Event Volunteer | Jun 2024 - Jan 2026

Supported inventory, supply distribution, event setup, activities, and guest-facing logistics.