

# Charles Wilcox

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## Professional Summary

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Information Technology professional and recent University of North Florida graduate with hands-on enterprise experience in Active Directory administration, endpoint deployment, and patch management. Strong foundation in networking and security principles with growing specialization in identity and access management. Seeking an IT role where I can apply my technical skills and continue developing toward a career in cybersecurity or systems administration. Currently pursuing CompTIA Security+ and Network+ certifications.

## Education

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### University of North Florida, Jacksonville, Florida

May 2026

B.S. Information Technology | GPA: 3.69 | Dean's List (6x) | President's Honor Roll (2x)

#### Certifications:

In Progress: CompTIA Security+  
In Progress: CompTIA Network+  
MTA Security Fundamentals  
CompTIA IT Fundamentals

Relevant Courses taken: Computer Networks, Network Security/Management, IT Project Management

## Technical Skills

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Identity & Access Management: Active Directory, Security Group Management, RBAC

Endpoint Management: KACE SMA, PXE Imaging, Patch Management

Cloud & Collaboration: Microsoft 365, Exchange & Entra ID, SharePoint, Google Workspace

Networking: Network mapping, TCP/IP fundamentals, VPN management

Operating Systems: Windows 10/11/Server, Linux (Kali, Ubuntu)

Programming: Java, C, Python, SQL

Virtualization: VirtualBox, QEMU/KVM, Hyper-V

## Employment History

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### KLS Martin LP, Jacksonville, FL

April 2025 – Present

*IT Help Desk Intern*

- Administered Active Directory user provisioning and enforced role-based access control (RBAC) through structured security group assignments
- Assisted with Microsoft 365 administration in a hybrid cloud environment, managing access permissions and distribution groups
- Deployed and configured enterprise workstations using SMA tools with PXE network imaging
- Installed, licensed and supported enterprise applications including SAP, Microsoft Suite, and engineering software
- Performed patch management to enforce security policies and maintain system compliance
- Provided Tier 1 technical support, resolving hardware, software, authentication and network-related tickets

## Extracurricular Experience

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Osprey Security Club, University of North Florida

2025

- Participated in hands-on workshops hosted by IT professionals, Business leaders, and UNF Professors
- Practiced Penetration Testing and related Cybersecurity skills in lab environments