

BRIAN DUKE

San Antonio, TX | (210) 962-9130 | brianduke523@gmail.com | linkedin.com/in/brian-duke-tech

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11/Server 2025, Linux, macOS
- **Networking & Hardware:** Cisco & Aruba APs and Firewalls, Server Setup, Cable Termination, PC Troubleshooting
- **Languages & Scripting:** Python, C++, Java, SQL, PHP, HTML/CSS, JavaScript, PowerShell, Bash
- **Tools & Platforms:** Microsoft SharePoint, Ticketing Systems, Inventory & Documentation

PROFESSIONAL EXPERIENCE

Security Service Federal Credit Union (SSFCU) | *Infrastructure & Operations Intern* May 2026 – Present

- Integrated a Knowledge Base Management System in Microsoft SharePoint to centralize over 800 KB articles.
- Developed and automated PowerShell scripts to increase daily workflow efficiency for the Service Desk Team.

Certific (San Antonio, TX) | *AI/ML Data Ops Data Analyst* Jan 2025 – Sept 2025

- Evaluated search engine results to optimize AI algorithm performance, ensuring accurate real-time processing.
- Consistently completed over 400 evaluations per day while maintaining a 92%+ monthly recertification accuracy rate.
- Selected and certified for three pilot projects involving Apple Intelligence and Siri development.

H-E-B (San Antonio, TX) | *Repair Technician Intern* June 2023 – Aug 2023

- Repaired enterprise electronics (servers, laptops, firewalls) for corporate and warehouse environments.
- Apprenticed in server administration, assisting in configuring servers/firewalls during location deployments.
- Managed warehouse logistics, tracking hardware inventory, and executing critical equipment shipments.

H-E-B (San Antonio, TX) | *In-Store Shopper* Aug 2023 – Feb 2025

- Delivered high-quality customer support, maintaining top-tier customer satisfaction ratings.
- Ranked consistently in the top 10 for regional Order Fulfillment speed and efficiency metrics.

EDUCATION

Texas State University | *Bachelor of Science in Computer Science* | Minor: Applied Mathematics | **GPA: 3.4** Expected May 2027

- **Pi Kappa Phi Fraternity:**
 - Raised over \$30,000 annually toward helping those with physical and mental disabilities
 - Volunteered with The Ability Experience to build wheelchair accessible pathways at Down Home Ranch
 - Documented Incident Reports and Membership Review Evaluations

San Antonio College | *A.A.S. in Computer Information Systems* | **GPA: 3.8** Graduated May 2025

- Information Technology and Security Certificate
- Computer Desktop Support Technician Certificate
- **CyberPatriots:** Mentored youth team for CyberPatriots, an Air Force-sponsored national cybersecurity competition

Alamo Academies | *Dual Enrollment: IT Security Academy* Graduated May 2024

CERTIFICATIONS

TestOut Security Pro Certification (CompTIA Security+ Equivalent)	Dec 2023
TestOut PC Pro Certification (CompTIA A+ Equivalent)	Dec 2022
CompTIA IT Fundamentals Certification	May 2022
Microsoft Office Specialist: Expert Certification	May 2022