MIAH GEORGE

IT Support Specialist | CompTIA A+ | ServiceNow CSA

Spring, TX 77373 | (337) 487-8905 | snellmiah964@gmail.com
linkedin.com/in/miah-george-600885215 | github.com/Mmllama965 | miahlabs.com

PROFESSIONAL SUMMARY

Career-changing IT support professional with 15 years in healthcare and hands-on technology experience supporting small businesses. Currently freelancing as a Microsoft 365 administrator and IT consultant while completing a B.S. in Information Technology. ServiceNow Certified System Administrator with hands-on platform experience across incident, request, service catalog, knowledge management, and reporting. Known for clear communication with non-technical users, careful documentation, and staying calm under pressure. Seeking a help desk, junior IT support, or junior ServiceNow administrator role to keep growing.

CORE SKILLS

- **IT Support:** Tier 1/Tier 2 troubleshooting, Windows, macOS, hardware, software, printers, mobile devices, account access, password resets, ticket documentation, escalation, remote support
- **ServiceNow:** Incident, Request, Service Catalog, Service Portal, Knowledge Management, notifications, SLAs, reporting/dashboards, Flow Designer, Update Sets; basic scripting concepts (still learning)
- **Microsoft & Other Tools:** Microsoft 365 administration (users, groups, licenses, mailboxes, SharePoint), onboarding/offboarding, Active Directory concepts, Git/GitHub, JavaScript, REST APIs
- **Service Management:** ITIL 4, incident/request lifecycle, knowledge articles, clear work-note documentation

PROFESSIONAL EXPERIENCE

Silent Forge Technologies, LLC — Houston, TX | Freelance IT Consultant | 2026–Present

- Administer the client's Microsoft 365 tenant: user and license management, mailboxes, groups, and permissions.
- Manage email security for the tenant, including quarantine review and phishing protection.
- Built and maintain the company website; train non-technical staff to manage routine content updates.
- Provide day-to-day technical support, explaining solutions in plain language and documenting repeatable processes.

Harris County ESD 11 — Texas | EMT-Basic → Paramedic (2 × 24-hour shifts/week) | 2022–2026

- Documented patient encounters accurately in electronic health-record systems in a regulated environment.
- Prioritized competing requests under time pressure and communicated clearly during handoffs.

Earlier Healthcare Experience — Louisiana / Nebraska / Texas | EMT-Basic (2014–2022); Certified Medication Aide, Certified Nursing Assistant in nursing homes (2010–2014)

- Used electronic documentation systems across long-term care, inter-facility transfer, and emergency-response settings.
- Built a record of reliability, careful documentation, and communicating with people in stressful situations.

CERTIFICATIONS

CompTIA A+ | ITIL 4 Foundation | ServiceNow Certified System Administrator (CSA) | Google IT Support Professional Certificate
ServiceNow Micro-Certifications: Flow Designer, UI Builder, Platform Analytics, Service Portal
ServiceNow Certified Application Developer (CAD) — In Progress | ServiceNow CIS-CMDB — In Progress

EDUCATION

- **B.S. in Information Technology — Western Governors University |** Expected 2027
- **Paramedic Certificate — Lone Star College North Harris |** 2024 | GPA 3.51

TECHNICAL PROJECTS

- **Self-directed learning (AI-assisted builds; code on GitHub):** Built an AI tutor connected to a ServiceNow instance (TypeScript, Next.js, OAuth) and a searchable knowledge system for ServiceNow documentation (Python, Docker, vector/graph databases).
- **E-commerce automation:** Design, build, and operate an automated dropshipping storefront (Shopify): supplier integrations, n8n workflow automation, AI-assisted development.