Aidan Head

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Professional Summary

Computer Science student with a 4.0 GPA, CompTIA Network+ certification, and hands-on experience in Linux server administration, network troubleshooting, and C++ development. Seeking a Summer 2027 IT internship to apply technical troubleshooting and customer support skills.

Certifications

- ***CompTIA Network+*** (N10-009) | July 2026
- ***CompTIA Security+*** (SY0-701) | *In Progress, Expected January 2027*

Technical Skills

- **Operating Systems**: Windows 11, Fedora Linux, Ubuntu Linux.
- **Networking**: TCP/IP, DNS, DHCP, subnetting, network troubleshooting.
- **Tools & Technologies**: SSH, Tailscale, Wireshark, Nmap, systemd, journalctl, Podman, firewalld, SELinux.
- **Programming**: C++.
- **Hardware**: PC assembly, component replacement, hardware troubleshooting, Ethernet/PoE installation.

Education

Grayson College | Denison, TX
Associate of Science in Computer Science | Expected May 2027
GPA: 4.0/4.0
3X President's List | Phi Theta Kappa Honor Society

Professional Experience

Dollar General | *Sales Associate* | April 2024 – November 2024

- Delivered responsive customer service in a fast-paced retail environment, maintaining the highest customer satisfaction rating among peers.
- Operated point-of-sale systems, processed transactions accurately, and resolved customer inquiries with professionalism.
- Managed inventory restocking to meet store quotas while maintaining organized merchandise and store standards.

Technical Projects

- **Linux Homelab & Server Administration**
  - Administer a self-hosted Fedora Linux server running persistent systemd services and Python Discord bots, monitoring system logs via journalctl.
  - Manage remote server operations and system configurations over SSH and Tailscale VPN in a Linux CLI environment.
- **Containerized DNS Sinkhole (Pi-hole and Podman)**
  - Deployed Pi-hole v6 inside a Podman container as root on Fedora Linux with a router-reserved static IP, firewalld and SELinux rules, and restart persistence.
  - Configured Windows and iOS endpoints with manual single-server DNS to direct endpoint DNS queries through Pi-hole without changing household router defaults.
- **Linux Authentication Log Analyzer (In Progress)**
  - Developing a C++ command-line tool to analyze Linux authentication logs; implemented menu interface, input validation, and file handling, with log parsing and failed-login detection in progress.
- **Networking and Technical Troubleshooting**
  - Diagnosed and resolved Windows DHCP/APIPA and Wi-Fi connectivity issues using ipconfig, subnet verification, and link/signal analysis.
  - Troubleshot wired and wireless network issues by evaluating Wi-Fi extender signal strength, Ethernet links, and endpoint IP configurations.
  - Performed desktop hardware upgrades and component replacements (GPUs, RAM, NVMe SSDs, case fans) and assisted with physical Ethernet and PoE network equipment installation.