

Ethan Parrish

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EDUCATION

Appalachian State University, Boone, NC

Bachelor of Science in Business Administration

May 2025

Major: Computer Information Systems – Cybersecurity Concentration

TECHNICAL SKILLS

- **Systems:** Windows 10/11, Windows Server, Active Directory (users, groups, OUs), basic Group Policy
- **Networking/Tools:** DNS/DHCP basics, Wireshark, Cisco Packet Tracer, pfSense/Snort (lab), osTicket, Jira
- **Programming/Data:** Python (intro), SQL, Firebase/Firestone, Git (basic)
- **Productivity:** Excel (MOS: Excel Associate), documentation/SOPs

PROFESSIONAL CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate (Office 2019) April 2022 – Present
- ServSafe Manager Certified May 2024 – Expires May 2029

PROJECTS

IT Support Lab — osTicket + Windows Server AD

- Deployed osTicket with AD-backed auth; built SLAs, routing automations, and a knowledge base to simulate real support operations

ASUPoolCue — React Native + Firebase

- Built a real-time queueing app with admin portal and role-based views; Firestore live updates and basic auth

WORK EXPERIENCE

Booneshine Brewing Company, Boone, NC

Food Truck Manager & Pitmaster

September 2022 – Present

- Onboarded and trained staff on SOPs, safety, and POS; improved ramp-up time and shift consistency
- Forecasted demand from POS exports; reduced stockouts/waste with Excel-based inventory planning

INVOLVEMENT

Appalachian Information Technology Professionals, Boone, NC

Active Participant

August 2022 – Present

- Develop critical personal and professional skills for competitive job market readiness
- Engage actively in extracurricular activities within the Appalachian community
- Form professional connections in the Information Technology sector