

ANTHONY BOLLAS

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PROFESSIONAL SUMMARY

IT professional with 5+ years of experience in technical support, hardware diagnostics, and customer-facing technology roles. Skilled in troubleshooting across the Apple ecosystem, Windows environments, and networking infrastructure. Experienced in Active Directory administration, VLAN and firewall configuration, DNS management, and endpoint deployment. Background in full-stack development with JavaScript, TypeScript, Angular, Python, and PostgreSQL. Pursuing CompTIA Network+ certification with hands-on home lab experience in virtualization, network segmentation, and systems administration.

TECHNICAL SKILLS

Systems & Administration: Windows Server 2025, Active Directory Domain Services, Group Policy (GPOs), MCM/SCCM, Proxmox VE, Raspberry Pi/Linux

Networking: VLAN configuration, VPN setup, firewall rules, DNS management (Pi-hole), DHCP, TCP/IP, TP-Link Omada

Development & Data: Python, JavaScript, TypeScript, Angular, SQL, PostgreSQL, Git, GitHub, documentation, internal tool development

Hardware & Diagnostics: PC builds, RAM/HDD replacement, Windows CMD diagnostics (sfc, ipconfig, DISM), Apple ecosystem troubleshooting

Soft Skills: Customer de-escalation, cross-functional collaboration, multitasking in high-volume environments, technical presentations

PROFESSIONAL EXPERIENCE

Apple Specialist | *Apple*

2022 – Present

- Triage customers to appropriate service paths including product purchases, phone support, and hardware repair appointments, supporting multiple customers simultaneously during peak hours
- Troubleshoot cellular, configuration, data transfer, and network connectivity issues across the full Apple product ecosystem, including diagnosing VPN misconfigurations and resolving device setup failures
- De-escalate frustrated customers by identifying root concerns, providing clear communication, and delivering effective resolutions
- Collaborate with team members to develop and refine strategies for communicating AppleCare, Apple services, and product recommendations to customers
- Partner with Genius Bar technicians to identify front-of-house solutions for customer issues, reducing unnecessary repair appointments
- Support overnight product launch and event preparations, including rewiring cables and security alarms across demo tables, configuring displays to Apple specifications, and escalating malfunctioning devices to the Merch and Tech Pro for repair

Software Developer Apprentice | *Apple*

Jan 2025 – June 2025

- Upgraded an internal request management application to streamline administrator workflows, reducing back-and-forth communication required to resolve issues
- Built a parser tool adopted by multiple teams, enabling employees to work more efficiently with internal resources
- Launched the streamlined request tool for an additional admin team, expanding the tool's impact across the organization
- Managed lower-level support tickets including provisioning file access and resolving permissions issues
- Updated onboarding documentation to improve knowledge transfer for future apprentices
- Delivered a company-wide presentation streamed across the organization, showcasing project outcomes and key learnings

Advanced Repair Agent | *Geek Squad (Best Buy)*

2020 – 2022

- Diagnosed and repaired computers during in-person appointments, troubleshooting hardware and software issues including driver failures, OS corruption, and network connectivity problems
- Performed hardware repairs and upgrades including RAM and hard drive replacement, and built custom PCs to customer specifications
- Configured systems with Microsoft Office, antivirus software, Windows updates, and driver installations to meet customer requirements
- Used Windows command-line tools (sfc /scannow, ipconfig, DISM) for diagnostics and guided remote customers through network troubleshooting procedures (ipconfig /flushdns, /release, /renew)
- Assisted customers with Windows OS upgrades and verified returned products by inspecting GPUs, RAM, and hard drives before restocking
- Managed multiple concurrent appointments and de-escalated frustrated customers in a fast-paced retail environment

TECHNICAL PROJECTS

Prosumer Network Lab | *TP-Link Omada*

- Designed and deployed a segmented home network with 5 VLANs (IoT, Lab, Printers, Primary, Guest) using TP-Link Omada managed switches and access points
- Configured firewall rules to enforce inter-VLAN access control, restricting guest traffic to printers only and protecting the primary VLAN from all inbound access
- Set up a VPN for secure remote access into the lab environment and monitor network performance to assess coverage and capacity needs

Home DNS Server | *Raspberry Pi, Pi-hole, Linux*

- Deployed a Pi-hole DNS server on a Raspberry Pi to provide network-wide ad blocking and malicious domain filtering
- Configured blocklists for security and performance, set a static IP for the server, and updated the router to use Pi-hole as the primary DNS resolver
- Manage an allow list to whitelist legitimate sites and maintain uninterrupted network access

Active Directory Home Lab | *Proxmox VE, Windows Server 2025*

- Built a virtualized lab environment on Proxmox VE running Windows Server 2025 and Windows 11 Pro VMs, with an additional physical laptop joined to the domain
- Configured Active Directory Domain Services including user account creation, account disabling, password resets, and Group Policy Objects for users and computers
- Deployed applications through both Active Directory and Microsoft Configuration Manager (MCM/SCCM)

EDUCATION

Bachelor of Science in Computer Science 2024

Kean University, Union, NJ

Associate of Science in Computer Science 2021

Union County College, Cranford, NJ

CERTIFICATIONS

CompTIA Network+ — *In Progress*