

Daniel J. Berg

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EDUCATION

Arizona State University

Bachelor of Science in Computer Science (Cybersecurity)

Tempe, AZ

Expected December 2027

EXPERIENCE

University of Phoenix

Applications Engineer Intern

May 2026 - Present

- Supported enterprise applications and cloud technologies while contributing to Job Explorer and Career Profile features supporting phoenix.edu.
- Developed, tested, and reviewed application code using Java, JavaScript, React, and AWS in a professional enterprise technology environment.
- Collaborated with engineers, product managers, UI/UX designers, and delivery managers across 10+ Agile sprints and 50+ stand-ups.

Walmart

Personal Shopper Associate

May 2025 - May 2026

- Fulfilled 50+ customer orders per shift with approximately 99% accuracy while providing customer service in a fast-paced team environment.

PROJECTS

Windows Active Directory & IT Administration Lab

Microsoft Azure | Windows Server | Active Directory | DNS | Group Policy | Powershell

- Built and configured a Windows domain environment in Microsoft Azure using Windows Server, Active Directory, DNS, and Group Policy.
- Managed users, security groups, file shares, access permissions, and account lockout policies while practicing common IT administration tasks.

IT Help Desk & Ticketing System

osTicket | Ticket Management | SLAs | Troubleshooting

- Configured an osTicket Help Desk environment and managed simulated support tickets through intake, triage, prioritization, and resolution.
- Applied SLAs, escalation procedures, and troubleshooting documentation while practicing the complete IT support ticket lifecycle.

TECHNICAL SKILLS

- **Systems:** Windows 11, Windows Server, Active Directory, Microsoft 365, Group Policy, PowerShell, osTicket
- **Networking:** TCP/IP, DNS, DHCP, VPN, IP Addressing, Network Troubleshooting, Wireshark
- **Cloud:** Microsoft Azure, AWS, VMware Workstation, Virtual Machines, Virtual Networks
- **Security:** IAM, Access Control, Network Security, Linux, Git, GitHub, Jira