

# ADRIANNA BROOKE BOWMAN

Information Technology Student, 4 Shawnee Dr Hamilton OH 45013

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## PROFILE

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Detail-oriented and motivated information technology professional with hands-on experience in hardware installation, system troubleshooting, and end-user as well as helpdesk support. Holds an Associate of Applied Science (May 2025) and pursuing a Bachelor of Science in Information Technology (May 2026). CompTIA Security+ certified, with a strong foundational understanding of cybersecurity, computer science principles, PC configuration, and enterprise software environments. Adept at problem solving collaboration with cross-functional teams to ensure smooth IT operations across multiple locations. Committed to exceeding both employer and customers' expectations through continuous learning and applying best practices in IT support and system maintenance services

## EDUCATION

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**Miami University**, Oxford, OH

*Bachelor of Science*

May 2026

Information Technology | 3.64

**Miami University**, Oxford, OH

*Associate in Applied Science*

May 2025

Computer & Information Technology | 3.64

## CERTIFICATIONS

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CompTIA Security+

Agile Product Ownership

Agile Project & Delivery Management

ICAgile Certified Professional

Cybersecurity Foundations

IT Foundations

Social and Global Computing

## SKILLS

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Windows Operating Systems

Hardware & Software

Troubleshooting & Helpdesk Support

Cybersecurity

Critical Thinking & Strong Communication

Information & Data Analysis

Project Management

Microsoft Office

HTML & Web Design

Professional Written Communication

Team Building & Customer Service

## WORK EXPERIENCE

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AURGROUP FINANCIAL CREDIT UNION, Fairfield OH

August 2023 - Present

### Senior Member Service Representative

- Maintains balanced cash drawer and oversees daily ATM operations with zero outages. Provides frontline technical and member support using standard troubleshooting procedures, escalating as needed
- Identifies and responds to potential fraud, ensuring compliance with financial regulations
- Prepares federal forms for transactions, wire transfers, and account services.
- Completes BSA and cybersecurity training; ensures adherence to all industry regulations.
- Educates members on products, services, and financial options

- Process deposits, withdrawals, and loan payments efficiently
- Leads training of new hires, especially those with little to no banking industry experience

AURGROUP FINANCIAL CREDIT UNION, Fairfield, OH

June 2025 - Present

**IT Services Assistant**

- Configures hardware across multiple branch locations, including PCs, monitors, signature pads, and receipt printers to improve functionality of teller duties
- Diagnoses and resolves software and hardware issues for both front-office and back-office systems, minimizing downtime
- Optimizes system and application settings to facilitate seamless daily operations for end users
- Transmits secure file transfers and initial system setup during device deployments, ensuring data integrity and readiness
- Delivers basic user support for Microsoft Office applications, Windows OS, and internal banking software (Fiserv DNA)
- Documents issues, performs resolution analysis, and asset tracking to provide helpdesk support

FLUB'S ICE CREAM, Hamilton OH

January 2018 - August 2023

**Shift Leader**

- Provided support for 80+ staff across 4 locations, serving over 1000 customers daily
- Performed in a strong team environment, as well as at special events
- Onboarded and trained new employees across all positions (Cashier, Drive Thru, Products, etc.)
- Maintained accurate measures of inventory levels and assisted in restocking shelves on delivery days