

Duncan Welch

IT Support / Help Desk

Flat Rock, MI

duncan.welch30@gmail.com | LinkedIn: linkedin.com/in/duncan-welch-2345a131a | aitrackertool.dev

SUMMARY

Google IT Support Professional Certificate holder and cybersecurity student (Associate's in progress, studying for CompTIA Security+) with hands-on Active Directory, Windows, DNS and network troubleshooting experience from home labs and running a live website on Cloudflare. 2+ years of 911 EMS work in a high call volume system brings calm, clear customer service under pressure and accurate documentation.

SKILLS

Software troubleshooting | Windows | Linux command line | Active Directory | User account management | Network troubleshooting | DNS | TCP/IP | Virtualization | PowerShell (basic) | Access control | Cloudflare | Web hosting | Wireshark | Technical documentation | Customer service under pressure

EDUCATION & CERTIFICATIONS

Wayne County Community College District — Associate's in Cybersecurity (in progress) Aug 2026 – Present

- Studying for CompTIA Security+ (not yet earned).

Google IT Support Professional Certificate (Google / Coursera) Oct 2026

- 6 courses: technical support, computer networking, Windows and Linux operating systems, system administration and IT infrastructure services, IT security.

IBM and ISC2 Cybersecurity Specialist Professional Certificate (Coursera) In progress

Michigan EMT License Expires Jul 2027

High School Diploma 2019

TECHNICAL PROJECTS

Active Directory Home Lab (VM)

- Built a virtualized Active Directory lab; created users, assigned permissions, reset passwords and enabled/disabled accounts.
- Documented each procedure step by step with screenshots.

AI Tool Tracker (aitrackertool.dev) Oct 2026 – Present

- Migrated a static site with a custom domain from Netlify to Cloudflare Pages, including DNS nameserver cutover, HTTPS and redirects.
- Configured Cloudflare Email Routing (MX, SPF, DKIM records), Google Search Console, an XML sitemap and GA4.
- Automated daily content updates and a newsletter workflow.

Wireshark Network Analysis Lab

- Captured and analyzed DNS A/AAAA lookups, ICMP, the TCP three-way handshake, and TLS 1.3 hello and application data.
- Documented findings in a GitHub portfolio.

EXPERIENCE

EMT-B, AmeriPro EMS — Detroit, MI May 2025 – Present

- Perform 911 patient assessment, BLS care and transport for patients of all ages in a high call volume, time-critical system.
- Complete accurate electronic patient care reports (ePCR) and protect patient confidentiality under HIPAA.
- Coordinate with paramedics, fire, dispatch and emergency department teams.
- Responded to the American House nursing home fire mass-casualty incident (300+ residents).

EMT, Hart EMS — Detroit, MI 2024 – 2025

- Provided 911 emergency assessment, BLS care and patient transport; documented each call.

Receiving Manager, Ace Hardware 2022 – 2024

- Managed inventory receiving and stock accuracy in the store's inventory system.
- Supervised the receiving crew.
- Handled receiving for B2B (business) accounts.