14 Converse St
Brighton, MA 02135
(901) 827-3683
gabiguill2000@gmail.com
gabi441.github.io

GABI GUILLERMO

SKILLS

Information Technology:

Client communication | MacOS, Windows, and Linux software troubleshooting | Remote & Field Support experience | Familiarity with consumer computer hardware | Ticketing systems (ServiceNow) | Inventory management systems (KACE)

Back-end Development:

Python | C | C++ | Java | Assembly | API Use | Software Optimization | Scripting

EXPERIENCE

Boston University, Boston — *Student Lead IT Support Specialist*

MAY 2022 – MAY 2025

- Remote & Field support of client hardware and software
- Extensive ticketing experience with ServiceNow
- Responsible for training new IS&T student hires

Pet Fit Animal Rehabilitation, Memphis — *IT Advisor*

MAY 2016 – MARCH 2022

- Maintain up-to-date software of operation-critical business computers
- Responsible for network reliability and creating a smooth operational working environment

EDUCATION

Boston University, Boston — *Computer Science*

May 2025

Bachelor of Arts in Computer Science

Programming | Networking | Theory | Operating Systems | Network Security

HOBBIES

System Administration: UnRAID | Docker | Virtual Machines | Networking
Automotive Enthusiast
Photography