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GABI GUILLERMO (they/she)

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

Proficient in both English and Spanish (Reading & Writing)

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