Anthony Gerdes

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PROFESSIONAL SUMMARY:

IT Support Specialist and Trainer with 2+ years of experience providing technical assistance and delivering customized training to diverse user groups in education environments. Proficient in troubleshooting hardware, software, and network systems across Windows, macOS, Chrome OS, and SaaS platforms. Adept at creating instructional materials, leading workshops, and ensuring exceptional customer service through multi-channel support. Strong communicator and collaborative team player with a commitment to continuous learning and community engagement.

EDUCATION

Colorado State University – Pueblo   Expected December 2026
    Bachelor Of Science – Computer Science / Cybersecurity   GPA: 4.00
Arapahoe Community College   GPA: 3.26
    Associates Of Science – Cybersecurity   May 2025
    Associates Of Science – General Networking   May 2025
    Cisco – Computer Networking Technician   May 2022

RELEVANT EXPERIENCE

IT Work Study Technician – Arapahoe Community College   Aug 2021 – Jan 2024

- Developed training materials, user guides, and knowledge base articles.
- Provide technical support via phone, email, ticketing systems, and in-person, ensuring prompt resolution of hardware, software, and network issues.
- Assist in onboarding new staff, providing IT orientation and customized application training.
- Escalate complex issues to Level III support, providing thorough documentation and data for efficient resolution.
- Monitor and manage support tickets, assisting Level I technicians and participating in district-wide deployments and updates.

SKILLS

- Microsoft Office Suite
- Cisco Networking Associate, Cybersecurity Training
- Google Workspace for Education (G Suite)
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Infinite Campus SIS
- Active Directory & Identity Management
- SaaS & Content Management Systems
- Windows, macOS, Chrome OS, iOS
- Hardware Troubleshooting (Printers, A/V, Interactive Displays)
- Ticketing Systems (ServiceNow, Freshdesk)
- Remote Desktop Support Tools (TeamViewer, AnyDesk)
- Basic Networking & Telecom Troubleshooting
- Have successfully made Windows PE throw a Blue Screen Of Death.

CORE COMPETENCIES:

- Technical Training & Instructional Design
- Excellent Verbal & Written Communication
- Problem-Solving & Analytical Thinking
- Customer Service Excellence
- Documentation & Knowledge Base Authoring
- Team Collaboration & Cross-Functional Support
- Time Management & Prioritization
- Adaptability & Continuous Learning

Interpersonal: Oral Presentation Skills, Technical Writings, Corporate Product Documentation