

# Ava Tovi

[Ava Tovi's Website](#)

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## PROFESSIONAL SUMMARY

Entry-level IT professional and Computer Science student with hands-on experience providing technical support, troubleshooting software and system issues, and working in ticket-based environments. Strong foundation in Windows, macOS, Linux, and networking fundamentals, with a long-term goal of transitioning into cybersecurity. Actively pursuing CompTIA A+ certification.

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## EXPERIENCE

### IT Support / Web Support Specialist (Contract)

March 2025 – Present

Dallas Bully Breeders – Dallas, TX

- Provided technical support for a production website by diagnosing and resolving functionality and performance issues
- Communicated with non-technical users to understand issues and provide clear solutions
- Diagnosed and resolved technical issues related to site functionality and user experience
- Performed ongoing system maintenance, updates, and basic performance monitoring

### Front Desk / Administrative Support

June 2025 – Present

Halozyme Therapeutics, Inc. – San Diego, CA

- Acted as the first point of contact for employees, contractors, and visitors, identifying issues and directing them to the correct teams
- Managed contractor access by verifying sign-ins and issuing badges for building access
- Handled incoming phone calls, answered questions, and routed calls to the correct departments
- Maintained accurate records for visitors, contractors, and access requests

### Software Engineering Intern

May 2024 – July 2025

SuperApps – San Diego, CA

- Provided technical support for internal tools by diagnosing and resolving software and system-related issues
  - Used Jira ticketing system to log, track, prioritize, and resolve support requests
  - Troubleshoot issues across Windows, macOS, and Linux environments
  - Assisted users by identifying root causes, documenting fixes, and improving system reliability
  - Collaborated with cross-functional teams to improve performance, usability, and system stability
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## PROJECTS

### Chattrance – Real-Time Chat Application

- Built and supported a real-time messaging application with authentication and database-backed messaging
- Troubleshoot connectivity, performance, and data storage issues during development and testing

### MirrorScript Programming Language

- Collaborated on the development of an experimental programming language
  - Assisted in debugging, testing, and improving a custom parser and interpreter
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## CERTIFICATIONS

### CompTIA A+ (In Progress)

- Expected completion: March 2026
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## TECHNICAL SKILLS

### Operating Systems & Systems Support:

Windows, macOS, Linux, hardware troubleshooting, software installation & configuration, system updates, command line basics

### Networking & IT Fundamentals:

TCP/IP, DNS, DHCP, basic networking concepts, user account support, system performance troubleshooting

### Tools & Platforms:

Jira (ticketing), Git/GitHub, VS Code, MySQL

## **Programming & Scripting:**

Python, JavaScript, Java, C++, basic scripting concepts

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## **EDUCATION**

**San Diego State University** – San Diego, CA

*Aug 2024 – Present*

Bachelor of Science in Computer Science

**Cuyamaca Community College** – El Cajon, CA

*Aug 2020 – May 2024*

Associate in Science, Computer Science for Transfer (Honors)

Associate in Science, University Studies – Science & Mathematics (Honors)

- GPA: 3.73

- President's and Vice President's List (every semester)

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## **ORGANIZATIONS & VOLUNTEER EXPERIENCE**

**Muslim Student Association (MSA)** – San Diego State University

- Assisted with organizing campus events, interfaith initiatives, and volunteer activities

**Muslim Tech Collaborative (MTC)**

- Participated in technical workshops, hackathons, and peer mentorship sessions

**Kurdish Community Islamic Center** – El Cajon, CA

- Volunteered in educational and charitable initiatives supporting local families