Ava Tovi

[Ava Tovi's Website](#)
San Diego, CA 92020 | (619) 402-8814 | avatovi45@icloud.com
www.linkedin.com/in/ava-tovi-9774131b9

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.

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

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
• Troubleshot 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

PROJECTS

Chattrance – Real-Time Chat Application
• Built and supported a real-time messaging application with authentication and database-backed messaging
• Troubleshot 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

CERTIFICATIONS

CompTIA A+ (In Progress)
• Expected completion: March 2026

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

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)

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