

# ARIANA CERRATO

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🏠 Spring, TX 77373

✉ basicappliance@yahoo.com

## EDUCATION

- Sam Houston State University  
Bachelor of Business Administration, expected graduation May 2023  
Major in Management Information Systems

## RELEVANT COURSE WORK AND CERTIFICATIONS

- Computer Maintenance Course  
Repair physical deficiencies in computers/laptops
- Computer Technician Course  
More complex repairs of hardware and software
- Computer and Telecommunications Course  
Networking and software
- CompTIA IT Fundamentals Certified
- NRF Customer Service and Sales Certified

## EXPERIENCE

### Spring ISD: Help Desk Supervisor (2015 – 2017)

- Assessed and repaired damaged/defective laptops
- Keyholder (opened and closed service desk)
- Trained new service technicians
- Answered phone calls and managed service appointments

### Spring ISD: Computer Technician (May - Aug 2016)

- Reimaged desktop and laptop computers
- Repaired desktop and laptop computers
- Updated and configured computer software

### Merge Solutions: Quality Assurance Tester (Summer, 2022 - Present)

- Execute various levels of testing for quality assurance
- Identify and document bugs
- Work with the development team to resolve problems