

# Bryan Bernardo Parreira

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## SKILLS

**Certifications:** CompTIA A+ Certified

**Technical Proficiencies:** Computer hardware installation and troubleshooting • Desktop and laptop repair • Windows and Linux operating systems • Network configuration and troubleshooting • TCP/IP protocols • Help desk and technical support • System diagnostics • Remote troubleshooting • Printer installation and maintenance • Component upgrades (RAM, storage, power supplies) • RAID configuration • Cloud backup solutions

**Software & Applications:** Microsoft Office Suite • Library management systems • Ticketing systems • System diagnostic utilities • Documentation software • Online ordering platforms

**Professional Skills:** Customer service and technical communication • Problem-solving and critical thinking • Time management and multitasking • Attention to detail • Training and peer support • Patient assistance and empathy • Team collaboration • Inventory management • Documentation and record-keeping

**Languages:**

Portuguese - Native  
English - Fluent  
Spanish - Fluent

## EXPERIENCE

### **Riverland Community College, Austin** – *Library Assistant*

January 2023 – May 2024

- Assisted students and faculty with locating resources, checking out materials, and navigating library systems
- Provided technical support for computers, printers, and library software applications
- Maintained organized shelving systems and processed incoming materials and returns
- Managed front desk operations including answering phones, emails, and in-person inquiries

### **Riverland Community College, Austin** – *Peer Support Specialist – Mental Health*

January 2023 – May 2024

- Provided emotional support and guidance to students experiencing mental health challenges

- Connected students with campus resources and mental health services
- Facilitated peer support groups and one-on-one sessions in a confidential setting
- Collaborated with counseling staff to promote mental wellness initiatives across campus

### **Walmart, Austin** – *Online Groceries*

MONTH 20XX – MONTH 20XX

- Processed online grocery orders efficiently while ensuring accuracy and quality standards
- Used handheld scanning devices and inventory management systems to fulfill customer orders
- Communicated with customers regarding substitutions, availability, and delivery coordination
- Maintained organization in cold storage and staging areas to optimize workflow

### **Sacred Heart Care Center, Austin** – *CNA*

MONTH 20XX – MONTH 20XX

- Provided direct patient care including vital signs monitoring, personal hygiene assistance, and mobility support
- Documented patient conditions and reported changes to nursing staff promptly
- Maintained a compassionate and respectful environment for residents and their families
- Ensured cleanliness and safety standards were met in patient rooms and common areas

## **EDUCATION**

### **Riverland Community College, Austin** – *AA Liberal Arts*

August 2022 – May 2024, Austin

### **Riverland Community College, Austin** – *Computer Technology*

August 2025 – Current, Owatonna