

Cameron Roswell

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PROFESSIONAL PROFILE

I am a resourceful professional with expertise in technical support and currently pursuing a Bachelor of Science in Information Technology. I am proficient in various operating systems, software, and languages including Microsoft Windows PC, Android, Macintosh, iOS, Office 365, SQL, HTML, CSS, and JavaScript. Skilled in customer support, system analysis, and service management. Holds key certifications including CompTIA A+ and ITIL Foundations.

INFORMATION TECHNOLOGY COMPETENCIES

Operating Systems: Microsoft Windows PC, Android, Macintosh, and iOS

Software: Office 365, SSH, PowerShell, Meraki, Apple Remote Desktop

Languages: SQL, HTML, CSS, JavaScript

Technical Skills: Customer Support, Mobile Device Management, System Analysis, Technical Assistance, Service Management

CERTIFICATIONS

- CompTIA A+
- ITIL Foundations
- Google IT Support Specialist
- Google Data Analytics

PROFESSIONAL EXPERIENCE

Assistant Manager – Jersey Mike’s Subs | Tracy, CA August 2022 -December 2023

I confidently managed the day-to-day operations of a thriving restaurant, which encompassed:

- Fully accountable for supervising and mentoring staff members to guarantee that the store's obligations are fulfilled to the highest standards.
- Experience in utilizing POS systems and inventory management software to effectively manage inventory levels.
- Effectively resolve customers' complaints and issues by expertly applying my problem-solving skills and devising innovative solutions.
- Assisting with resolving equipment issues, including those related to security and networking equipment.
- Ensured the proper functionality of devices including iPads, Laptops, and POS Systems were working correctly.

Patient Care Technician - DaVita Dialysis | Manteca, CA December 2021 – August 2022

I worked as a project manager for a clinic-wide system upgrade and provided direct patient care in a dialysis setting. Some of my responsibilities included:

- Responsible for monitoring vital signs, administering medication, and managing medical equipment.
- Confidently managed electronic medical record (EMR) systems, always maintaining the accuracy and currency of patient data.
- Assisting with resolving problems related to medical equipment, such as carrying out regular maintenance and repairs.

Shift Leader – Jersey Mike’s Subs | Tracy, CA November 2016 – December 2021

I aided in fulfilling the store's requirements and supporting upper management leadership, which involved:

- Aiming to address customer concerns and resolve any conflicts as efficiently and courteously as possible.
- Throughout their shifts, I confidently supervise and provide guidance to team members to ensure that they consistently meet our high standards for quality and service.
- Commitment to delivering exceptional customer service with a friendly and approachable attitude.

EDUCATION

Bachelor of Science in Information Technology

Anticipated: March 2025

Western Governors University | Salt Lake City, UT

- Studies focused on IT Foundations, Network Infrastructure Design, and Security
- Courses included IT Project Management, Data Management, IT applications, Cloud Foundations, and Emerging Technologies