**Shyanne Johnson-Cano**

1201 W Whitestone Blvd, Cedar Park, Tx 78613

(702) 325-1341 | shyanne.johnson-cano@g.austincc.edu

**Work Experience**

**Wolff Logics, Leander, TX** July 2020 – Present

Systems Support Engineer

* Manage Windows system health
* Create Active Directory users, Microsoft accounts, and license users with application license.
* Fix printers, PCs, and set up computers.

**ALECTRONA, Austin, TX** February 2020 – July 2020

Customer service and support specialist

* Manage Mac and PC's system health
* Oversee the daily performance of computer systems.
* Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

**Starbucks, Austin, Tx** May 2019 – Sep 2020

Baristas

* Take customer orders and convey them to other employees for preparation.
* Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
* Receive and process customer payments.

**Pirates Landing, Moapa Valley, NV** August 2017 – August 2017

Server/cashier/cook

* Take orders from patrons for food or beverages.
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.

**Education**

**Austin Community College, Austin, TX** January 2019 – May 2021

Associate, Associates of Applied Science: LAN Network Administrator, 3.8 GPA

**Awards**

* Apple essentials SMB
* Meraki Go
* Computer programming
* Computer Networking
* Jamf 100
* National Society of Colligate Scholars Member

**Skills**

* Literate in python
* Excellent knowledge of Microsoft word, excel, access, and PowerPoint
* PC disassembling and installation of hardware and software
* Active Listening
* Team Orientated
* Customer Service
* Enterprising
* Realistic