

# Cory Fishburn

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## Summary

IT support technician with two years of demonstrated success in troubleshooting experience. Skilled in networking and system administration. Articulate communicator who thrives in a results-driven collaborative environment.

## Skills

- Microsoft Suite, Active Directory, Front-End Development, SQL, and Technical Support.
- Knowledge of operating systems, infrastructure, networking, and IT security.

## Professional Experience

### Data Center Technician II

Scientific Games

Phoenix, Arizona

Sep. 2022 - Current

- Monitored data center systems, providing all tier-two support to Field Service Technicians.
- Responsible for navigating multiple operating systems, possessing a working knowledge of hardware, software applications and data center equipment.
- Utilized scripts, SQL functions, Active Directory, and remote desktop applications.

### Smart Device Testing Technician

Applause

Phoenix, Arizona

Jan. 2022 - Aug. 2022

- Provided big tech companies with the connection to the general public in order to test unreleased products and software.
- Responsible for all troubleshooting and product/software needs as well as for troubleshooting guidance for internal and external personnel.
- Managed ticket management software alongside Outlook for all site needs.

### Sales Associate

Best Buy

Tempe, Arizona

June 2021 - Jan. 2022

- Provided an in-person experience for customers to support them with their technical questions and or needs.
- Independently responsible for over \$100,000 in sales in under a month's time.
- Often called to action to help with more complicated computer customer's needs.

## Education

### Arizona State University

Ira A. Fulton Schools of Engineering

Tempe, Arizona

Aug. 2020 - Current

- Bachelor of Science in Information Technology
- Third year

## Certifications

- Google IT Support Professional, Nov 2022