

Aryan Ketal Sheth

aryanksheth@gmail.com

612-383-9282

www.linkedin.com/in/AryanKetalSheth

SUMMARY

Technology Specialist and Enthusiast with experience as a Technical Consultant at Geek Squad, BestBuy. Currently, I'm pursuing my education simultaneously at Wayzata High School and the University of Northwestern Saint Paul. I am deeply passionate about technology, problem-solving, and helping others navigate the digital world. My long-term goal is to obtain a degree in Computer Science, with emphasis on Cybersecurity as I'm highly interested in the field and recognize the critical role it plays in safeguarding digital assets and privacy.

EDUCATION

Wayzata High School ~ Planned to receive High School Diploma in 2025, Minnesota, United States (2021-2025)

University of Northwestern Saint Paul – Post-Secondary Enrollment Opportunity.
(2023-2025)

CERTIFICATIONS

- CS50X, Introduction to the Intellectual Enterprises of Computer Science and the Art of Programming, *Harvard University* (Issued September 2023)
- Career Essentials in Generative AI by Microsoft and LinkedIn (Issued January 2024)

TECHNICAL SKILLS

- Programming in
 - C
 - Python ◦ Flask ◦ Ajax
 - SQL
 - HTML ◦ CSS
 - JavaScript
 - Java

- Office 365
- Advanced computer troubleshooting
- Client interactions
- De-escalation
- Computer repairs
- Mobile Repairs (Apple & Samsung)
- Teaching and Coaching
- Computer hardware
- Apple Authorized Service Technician
- Samsung Certified Service Technician
- Service desk

PROFESSIONAL SKILLS

Best Buy Co., Inc. MN (GeekSquad) – December 2022 – Present *Technical Consultant / Services Technician*

Accomplishments:

- Outstanding Performance: Consistently ranked as a leader in surveys, service speed, and technician knowledge while maintaining a high client satisfaction rate.
- Provided High end knowledge: Troubleshoot complex network and computing problems in a timely and efficient manner and installed, configured, and maintained a variety of IT equipment including laptops, desktops, printers, routers and many other peripherals.
- Deployed and maintained computer systems, including OS installation, patches and system security.
- Versatile Role Management: Proficiently juggled multiple roles including:
 - Managerial Responsibilities: Demonstrated exceptional leadership by effectively deescalating and calming agitated clients.
 - Repair Technician Expertise: Innovatively devised innovative solutions to resolve complex client issues.
 - On-the-Spot Troubleshooting: Showcased the ability to troubleshoot with precision and efficiency, ensuring clients received prompt solutions.
 - Sales Associate Skills: Skillfully stepped into the role of a sales associate when necessary, providing clients with tailored tech solutions to meet their needs.
- Trained and provided mentorship to junior staff.
 - Provided training to make sure new staff were able to
 - Effectively Communicate with the Client and make sure all expectations were met.
 - Provide Technical expertise and give solutions that could benefit both the client and the Technician.

- Provided expertise in the multiple systems being used and how to best use them to provide the best service to the client.
- Continued learning about new breakthroughs in Technology to stay up to date on trends and technology in a rapidly evolving industry.

Key responsibilities include:

- Meeting with Clients and providing.
 - Training
 - Solutions for technical problems
 - Data transfers and device setups
 - Malware scans
 - Password resets
 - Checking in Devices for long term services
 - Advise for setups, questions, or any other technology related problem they may occur.
- Shipping and receiving store, client, and other manufacture devices.
- Repairing and diagnosing store stock devices
- Ran diagnostics and repaired store stock devices that were returned for defects, damages or just to validate Open-box items on the sales floor.

Self-Employed., (Guitar Instructure) May 2019 – Mar 2020 ~ *Lead Guitar Instructure*

- Provided basic, intermediate and advanced guitar lessons for people of all ages.
- Provided advice for guitars and accessories.
- Self-ran business
- Managed accounts and billing

ACHIEVEMENTS

- 3 Time Global finalists for Destination Imagination

REFERENCES

- **Owen Kramer (Information Technology Support Specialist at HVG Systems)**
- **Tseemceeb Vang (GeekSquad Counter Intelligence Agent at BestBuy Co., Inc (GeekSquad Services))**