

SUMMARY

Technical Support Consultant with experience in software installation, database management, and cloud infrastructure. Skilled in resolving complex customer issues, providing technical guidance, and supporting PLM solutions in fast-paced environments. Strong troubleshooting abilities, with a focus on optimizing system availability and functionality for clients.

EXPERIENCE

Information Technology Support Specialist

Jun 2022 – Ongoing

Tolleson Union High School District

Avondale, AZ

Provided technical support and troubleshooting

- Resolved technical issues for end-users, maintaining adherence to SLAs and ensuring high customer satisfaction
- Collaborated with IT teams to address software bugs, manage updates, and ensure system availability for users
- Managed complex user accounts, understanding hardware and software configurations to optimize support responses

Supported software installation and database management

- Installed and configured software applications, managing SQL Server databases to ensure data integrity and performance
- Analyzed technical problems and proposed solutions, improving system efficiency and reducing downtime by 20
- Provided technical documentation and guidance to users, enhancing understanding and use of software tools

Software Developer & Cloud Solutions Specialist

Dec 2022 – Ongoing

by The Lindemans

Glendale, AZ

Developed cloud solutions and supported PLM software

- Worked with cloud platforms (AWS, Azure) to implement and manage cloud infrastructure, ensuring secure and efficient operations
- Provided support for PLM software, troubleshooting installation and integration issues to ensure smooth functionality
- Collaborated with development teams to resolve technical issues, ensuring timely updates and customer satisfaction

Enhanced technical support and customer engagement

- Handled complex technical inquiries, working closely with customers to understand their specific setups and needs
- Established credibility with clients by delivering clear, efficient solutions and technical support, improving service levels
- Achieved proficiency in installation and operation of cloud-based PLM solutions, ensuring system availability for users

Mission Technology Specialist

May 2020 – May 2022

The Church of Jesus Christ of Latter-Day Saints

Syracuse, NY

Provided IT support and technical assistance

- Managed software installations and user accounts, ensuring security and efficient operation across systems
- Assisted in database management and cloud system integration, supporting critical IT functions and business needs
- Delivered training and documentation to users, enhancing understanding of software tools and increasing user proficiency

Improved system performance and customer relations

- Resolved user-reported issues promptly, maintaining high service levels and positive customer interactions
- Conducted regular system checks and maintenance to ensure continuous availability and reliability of IT systems

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Expected May 2026

Arizona State University

Online

Focus on IT Support, Database Management, and Cloud Solutions; currently maintaining a 4.0 GPA

Associate of Science in Computer Science

August 2024

Rio Salado College

Tempe, AZ

Graduated Summa Cum Laude with 3.9 GPA; coursework included SQL, Cloud Infrastructure, and PLM Solutions

SKILLS

Technical Support

PLM Solutions

Cloud Infrastructure

SQL Server

AWS

Azure

Troubleshooting

Customer Service

Software Installation

Database Management

Technical Documentation