

SUMMARY

I am a detail-oriented IT Specialist dedicated to empowering users through innovative technology solutions, technical support, and process improvement to enhance operational efficiency and maintain robust systems.

EXPERIENCE

Information Technology Support Specialist

Tolleson Union High School District

Jun 2022 – Ongoing

Avondale, AZ

- Led deployment and support of IT systems across campus
- Oversaw 1:1 deployment of 3,000 devices, providing first-line support for hardware, software, and network issues
 - Managed installation, configuration, and patching of devices, ensuring secure and optimized performance
 - Supported network troubleshooting, enhancing system reliability and reducing downtime by 20
- Developed technical solutions for improved user experience
- Created Microsoft Power App for 14,000 users, streamlining user information access and reducing requests by over 90
 - Implemented inventory tracking systems, improving asset management by 15
 - Established disaster recovery protocols, minimizing data loss and reducing recovery time by 40

Owner & Software Developer

by The Lindemans

Dec 2022 – Ongoing

Glendale, AZ

- Managed 3D printing system setup and maintenance
- Supported configuration and optimization of 3D printing systems, contributing to smooth operations in prototyping and testing
 - Designed secure user authentication for software platforms, enhancing security and trust by 40
- Developed CI/CD automation and system monitoring tools
- Implemented CI/CD tools, reducing development overhead by 80
 - Deployed network and system monitoring solutions, ensuring consistent uptime and operational readiness

Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints

May 2020 – May 2022

Syracuse, NY

- Supported remote IT operations and user training
- Led the transition of 3,000 users to remote systems, providing hardware and software support to ensure seamless workflow
 - Developed technical guides and training materials, improving user proficiency and reducing training time by 25
- Enhanced cybersecurity and operational protocols
- Implemented secure VPN access for remote operations, reducing security incidents by 40
 - Coordinated space reallocation and IT system setup for facility modifications, maintaining clean and safe working environments

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University

Expected May 2026

Online

- Currently 4.0 GPA; focuses include Project Management, Product Development, and 3D Modeling

Associate of Science in Computer Science

Rio Salado College

August 2024

Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA; coursework included Software Development, Data Structures, and IT Systems Management

SKILLS

IT Support

3D Printing Systems

Network Troubleshooting

Hardware Configuration

Process Improvement

Project Management

Microsoft Power Apps

System Monitoring

Automation Tools

Disaster Recovery

Technical Documentation

User Training

Security Protocols

Remote Support

Python

REST APIs

CI/CD