


SUMMARY

Technical Support Specialist with expertise in Android troubleshooting, POS systems, and customer-focused problem solving. Skilled in diagnosing and resolving hardware and software issues in fast-paced environments. Passionate about providing empathetic support, streamlining workflows, and contributing to emerging technology initiatives.


EXPERIENCE

Technology Support Specialist



Jun 2022 – Ongoing

Tolleson Union High School District



Remote

Led front-line technical support operations across multiple platforms

- Diagnosed and resolved complex technical issues, ensuring minimal downtime.
- Developed workflows and optimized ticketing processes to improve response times.

Collaborated with cross-functional teams to address emerging technical challenges

- Provided real-time troubleshooting and support for hardware and software systems.
- Utilized tools such as G-Suite, Slack, and Salesforce to manage communication and support tasks.

Owner & Software Developer



Dec 2022 – Ongoing

by The Lindemans, LLC



Remote

Provided hands-on support and troubleshooting for POS and emerging technologies

- Worked directly with customers to resolve issues with POS systems like Toast and NCR.
- Built troubleshooting processes and documented resolutions for future reference.

Implemented solutions to enhance customer experiences and ensure uptime

- Collaborated with teams to identify failure points and optimize workflows.
- Delivered empathetic support, focusing on building positive customer relationships.

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management



Expected May 2026


Arizona State University



Online


4.0 GPA | Coursework includes Technical Support, Networking, and Emerging Technologies.

Associate of Science in Computer Science



August 2024

Rio Salado College



Tempe, AZ

Graduated Summa Cum Laude with 3.9 GPA.

Specialized in troubleshooting, hardware support, and POS system technologies.

SKILLS

Android Troubleshooting

POS Systems (Toast, NCR)

G-Suite, Slack, Salesforce

Ticketing & Workflow Optimization

Customer Support

Hardware & Software Troubleshooting

Networking & Ethernet Cabling

Collaborative Problem Solving

Empathy-Driven Support

Agile Methodologies