Daniel Avila

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EDUCATION

County College of Morris   Randolph, New Jersey
A.S. in Cyber Security & Certificate of Information Security   Expected Graduation : Fall 2026
Microsoft Office Specialist - Associate (MOS)   Achieved May 2023
- Demonstrated proficiency in Microsoft Office applications, including Word, Excel, and PowerPoint.
- Mastered skills such as creating and formatting documents, using formulas and functions in Excel, and designing professional presentations.

SKILLS

Software and Tools: Onshape, Cura, Adobe Premiere & Photoshop, Microsoft Suite, Google Analytics, OBS
IT Skills: Basic Troubleshooting, Software Installation, Hardware Installation, Computer Diagnostics, 3D Printing Hardware
Certificates: ISC2 CC Completion
Language Skills: English, Spanish

EXPERIENCE

County College of Morris   Randolph, New Jersey
IT Help Desk   January 2025 - Present
- Troubleshooting computer and mobile device issues (**Windows, Mac, Linux, iOS, Android**), assisting over **100+ users** across the college.
- Help with installing and troubleshooting software (e.g., **Microsoft Office, Adobe Suite, Blackboard**, etc.)
- Assistance with connecting to the campus **Wi-Fi and Virtual Machine Software**.
- Collaborated with Cross-Functional Teams across administration and Information Systems.
- **Led a team of 5 IT interns** in solving troubleshooting / IT related problems

STORIS, INC.   Mt. Arlington, New Jersey
Desktop Support Specialist   July 2025 - Present
- Managed an in-house **ticketing system** and actively assisted over **150** fellow employees in office and remote.
- Troubleshooting **software and hardware** issues with laptops, pc's, phones, VPN's, Windows OS, Mac OS, and other in-house applications, allowing employees to **continue efficiently working** without problems.
- Installed **operating systems**, configured **BIOS**, **updated** windows and other software, and optimized performance on employee hardware.
- Performed **system testing**, **upgrades**, and maintenance, reinforcing hands-on experience with **diagnostics and repair**.

PERSONAL PROJECTS

PC Building Projects   Rockaway, New Jersey
Desktop Hobbyist │ [Builds](#)   January 2025 - Present

- Built and configured custom desktop PCs, gaining hands-on experience with **hardware installation and troubleshooting**.
- Diagnosed software and OS issues, applying problem-solving skills relevant to ticket-based support.
- Installed and maintained **Windows OS** and applications, aligning with business software administration tasks.
- Managed personal hardware inventory and upgrades, mirroring equipment and facility support duties.
- Configured BIOS, **drivers**, and peripherals, supporting new **device setup** and user readiness.
- Resolved system performance issues independently, demonstrating skills in **hardware/software diagnostics**.

Piranha Plant Project   Rockaway, New Jersey
3D Modeler & Designer │[Model File](#) & [Photo](#)   September 2024 - October 2024
Description: 6 Inch-Tall Piranha Plant from the Super Mario Video Game Series
Used: Cura, OnShape, Ender 3 V2 Pro, Premium eSun Filament
- Utilized **CAD-OnShape** to design the model from scratch, ensuring precision and accuracy for successful printing.
- Optimized the model for 3D printing using **Cura**, including layer adjustments, material settings, and supports for structural integrity.
- Operated an **Ender 3 V2 Pro printer** with premium **eSun filament** to achieve a high-quality, durable finish.

INTERESTS

- Currently studying for the CompTia Security+ certificate & Red Hat Certified System Administrator certificate