

ISMAEL E. RUIZ

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PROFILE

Experienced IT Helpdesk Technician with high level of customer service experience. Self-taught amateur video editor and graphic designer. Seeking computer information systems or video editing related internship/job to expand my knowledge.

EDUCATION

Illinois Institute of Technology

Major: Computer Information Systems
2021 - Present

Triton College

Major: Computer Information Systems
2020 - 2020

Concordia University Chicago

Major: B.A. in Computer Information Systems
2018 - 2019

West Leyden High School

Completed four years of general education studies - diploma
2014 – 2018

INTERNSHIPS

New World Van Lines, Chicago, Illinois • 5/2017 – 8/2017

IT Helpdesk Summer Intern

- Learned to setup computer hardware and software programs
- Troubleshooted hardware and software issues
- Assisted with network cutover

Northwestern Medicine, Chicago, Illinois • 5/2019 – 8/2019

Information Technology Intern – Desktop Support Services

- Learned to setup computer hardware and software to companies needs
- Assisted with resolving tickets and projects in all areas of IT

Edmund F. Lindop School, Broadview, Illinois • 9/2020 – 12/2020

Information Technology Intern

- Learned PowerSchool system, JAMF, Google Apps, and networking
 - Assisted with resolving teachers, student's, and parents' tech issues
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WORK EXPERIENCE

Concordia University Chicago, River Forest, Illinois • 8/2015 – 12/2019

CougarNet Helpdesk Specialist – Part Time

- Troubleshoot network and software issues
- Setup and assist with audio and visual equipment
- Assisted with print jobs for different departments

ADDITIONAL SKILLS

- Fluent in Spanish
- Laptop repair
- Certified MS Word and PowerPoint
- Work well with others