

# Hayden Therrell

therrellhayden@gmail.com | (386) 307-1025 | Gainesville, FL

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## EDUCATION

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### Florida State University

May, 2025

*Bachelor of Science, Information Technology*

*Tallahassee, FL*

- **GPA: 3.9;** Association of IT Professionals - Outstanding Student; Exemplary Service to FSU; Dean's List
- Extracurricular studies in Japanese Language, Spanish Language, Music History, Media Mix History, Leadership

## WORK EXPERIENCE

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### Florida State University IT Services

Jan. 2025 – May 2025

*Classroom Support Intern*

*Tallahassee, FL*

- Supports Instructors and Students campus-wide by providing remote and onsite support in a timely manner for numerous classroom technologies
- Managed support tickets, troubleshooted hardware and software, deployed new technologies, developed new web pages, assisted design of SQL databases
  - **Technologies:** Windows, MacOS, AV, Crestron, Bomgar, Salesforce, SQL, HTML, CSS, JavaScript

### Capstone Real Estate Investments LLC.

May 2023 – Jun. 2025

*Marketing Assistant*

*Tallahassee, FL*

- Property Management and Acquisition company comprised of over 265 professionals operating across 23 owned & managed properties, completed 39 acquisitions since 2007 constituting over \$850 million in value
- As Marketing Assistant, I assisted with the execution of numerous lease agreements while simultaneously supporting property IT infrastructure and providing property maintenance where needed.
  - **Key Result:** Assisted with executing an aggregate 1200 lease agreements
  - Provided assistance to property maintenance teams ensuring optimal curb appeal and resident satisfaction, assisted in completing over 500 service tickets
  - Maintained & deployed new operational hardware and software to ensure optimal property performance
  - **Technologies:** Windows, Windows Imaging, Canva, Adobe Creative Suite, Entrata, Surveillance Systems, Dormakaba Room Access, Technical Documentation

### Chick-fil-A Inc.

Sept. 2021 – Aug. 2023

*Training Supervisor*

*Tallahassee, FL*

- Facilitate and oversee onboarding procedures for a rapidly-evolving storefront composed of over 100 employees
  - **Key Results:** Executed a storefront-record \$5.62 million operation during the 2022 calendar year, Facilitated the onboarding of over 200 employees from date of hiring to 90-day evaluation
- Performed store operations daily as needed, optimized Team Member hospitality, facilitated successful catering outreach, troubleshooted common technology issues
- Applied IT background to implement new technologies and develop training procedures tailored to storefront success
  - **Technologies:** Trello, POS Systems, iOS, iPadOS, Windows, Proprietary Software Solutions

## SKILLS & INTERESTS

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- **Technologies:** Unix; Windows; MacOS; SSH; RDP; Bomgar; VirtualBox; MS Azure; LlamaCPP; Ollama
- **Software & Web Development:** Java; Python; JavaScript; HTML; CSS; C++; SQL; PHP; Android Studio
- **Product Design:** Trello; Jira; MS Project; Fusion360; AutoCAD; BambuStudio; 3D Printing; Canva; Figma
- **Skills:** Leadership; Public Speaking; Project Management; Technical Communication; Customer Service
- **Interests:** Tinkering; Game Development; Cybersecurity; PCB Design; Pickleball; Traveling; Manga; Music