# DEVIN STONE ROST

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## OBJECTIVE

Highly motivated and tech-savvy individual with a strong foundation in programming, technical support, and customer service. Seeking a role in IT or AI-related fields to apply skills in automation, troubleshooting, and user education.

## EDUCATION

**Bachelor of Science – Artificial Intelligence in Organizations**, Dakota State University (Online)    2023 – Present

**Coursework in Cybersecurity**, University of Central Florida, Orlando, FL    Prior to transfer

## SKILLS

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|---|---|
| **Technical Skills** | Hardware/Software Troubleshooting, Remote Support, Ticketing Systems |
| **Programming** | Python, C |
| **Soft Skills** | Customer Communication, Problem Solving, Self-motivation |
| **Other** | Workstation Setup, Automation Tools, AI Software Integration |

## EXPERIENCE

**IT Support Technician**    Jan 2023 – Present
Right Click (Remote, California)

- Provided remote support, diagnosing and resolving hardware/software issues.
- Deployed and upgraded systems and software remotely.
- Tracked and resolved tickets via support platforms.
- Trained end-users on tools and platforms to improve productivity.

**Geek Squad Agent**    Jan 2021 – Jan 2023
Best Buy, Bradenton, FL

- Delivered customer support for electronics and computers.
- Diagnosed and repaired software and hardware issues.
- Installed, configured, and optimized systems and applications.

**Computer Repair Technician**    Jan 2020 – Jan 2021
Madison Essential Electronics, Madison, SD

- Diagnosed hardware/software issues and repaired systems.
- Advised customers on hardware and software purchases.
- Delivered reliable technical service with high satisfaction.

## PROJECTS

**AI Voice Project** — Created a voice-over simulation using Eleven Labs to make RFK Jr.'s voice easier to understand. [Watch here](#)

**Spotify AI Music** — Produced AI-generated music and published a personal station on Spotify. [Listen here](#)

**Eras Tour Promo Video** — Edited a music video short for Taylor Swift's Eras Tour. [View here](#)