Michael Silva

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*Class Experience*

**Trouble Shooting and Computer Performance**

* Configuration
* Backup and Restore
* Computer Maintenance/Repair
* System Analysis
* System Repair
* Virus Protection
* Upgrades

**Software Knowledge**

* Microsoft word
* Microsoft PowerPoint
* OneNote
* Windows XP, Vista, 7 and 10
* Google Chrome
* Firefox
* Utilities
* Apple Macintosh OS
* Virtual Box

*IT Skills and Knowledge*

California State University, San Bernardino, CA

**Hardware Knowledge**

* Hard Drives
* Processors
* RAM
* Routers
* Printers
* Storage
* Motherboard
* BIOS
* Graphics Card
* Laptops
* Peripheral Hookups

**Degree: Information System Technology with a concentration in Cyber Security**

CSUSB GPA: 3.5

High school GPA: 3.0

**Work Experience**

Raging waters Lifeguard 111 Raging Waters Dr, San Dimas, CA 91773

Amazon Warehouse 555 E Orange Show Rd, San Bernardino, CA 92408

Sky Zone 1314 N Azusa Ave, Covina, CA 91722