

# MIJIDDORJ GERELTSOGT

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## PROFESSIONAL SUMMARY

Motivated IT Technician candidate with 4 years of experience in troubleshooting, virtual machine management, and information technology support. Skilled in resolving compatibility issues, optimizing system performance, and delivering user-friendly technical solutions. Committed to leveraging emerging technical expertise to enhance operational efficiency in dynamic environments.

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## EDUCATION

### Bachelor of Science in Information Technology

December 2024

Governors State University, University Park, IL

### Associate of Arts in Information Technology

May 2021

Moraine Valley Community College, Palos Hills, IL

## CERTIFICATIONS

- Computer Support Associate, *[Moraine Valley Community College]*
- *CompTIA A+*

## TECHNICAL SKILLS

- **Systems & Tools:** Windows OS, Linux, IOS, Android, VMware, Packet Tracer, Microsoft Office.
  - **Networking & Support:** Network troubleshooting, Alpha POS, system maintenance, hardware/software support.
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## WORK EXPERIENCE

### Day Part-Time Restaurant Manager

Bailey's Bar and Grill, Tinley Park, IL

May 2018 – Present

- Managed restaurant IT systems, including troubleshooting networks and iPad integrations to ensure operational continuity.
- Trained staff in upselling techniques, achieving a 15% increase in sales.

- Supervised daily operations to maintain efficiency and high customer satisfaction.

**Orientation Leader**

Moraine Valley Community College, Palos Hills, IL

2019 – 2020

- Guided 100+ first-year students through orientation programs, providing personalized support on academic resources, student portals, and IT onboarding.
- Maintained and updated 15+ orientation lab computers using Windows OS and academic software, ensuring compatibility and readiness for events.
- Collaborated with campus IT staff to resolve technical issues during live sessions, reducing downtime and improving orientation flow for new students.