

# Phillip Tritz

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Lethbridge, AB | [phillip.tritz@gmail.com](mailto:phillip.tritz@gmail.com)

**LinkedIn:** <https://www.linkedin.com/in/philliptritz/>

## IT Support Summary

Versatile IT professional with hands-on experience in Windows Server 2019, Linux systems, networking, hardware troubleshooting, and multiboot environments. Strong customer support skills gained through sales and tech roles, with a proven ability to configure, support, and document application systems.

### Job Experience

*Sales Associate – Shaw / Fido (2022–2024)*

- Assisted customers with setup and troubleshooting of Wi-Fi, TV, and mobile devices
- Streamlined support processes and increased service satisfaction scores

*Sales Associate – Hudson's Bay (2017–2020)*

- Provided personalized customer service in menswear
- Assisted clients with sizing, fitting, and styling recommendations

### Key Skills & Tools

- *Operating Systems:* Windows Server 2019, AntiX, Lubuntu, Ubuntu, Kali Linux, Debian
- *Technical Support:* Troubleshooting, Client Training, Hardware Repair
- *Application Support:* Installation, Configuration, Documentation, Vendor Liaison
- *Infrastructure:* Networking, OS Deployment, Partitioning, Data Recovery
- *Web Technologies:* Python, FastAPI, HTML, CSS, JavaScript, React

## Technical Projects

- Refurbished legacy computers with lightweight Linux for educational deployment in Africa
- Built multiboot systems with Linux and Windows for flexible testing environments
- Scripted environment configuration for both Linux and Windows systems
- Developed responsive websites tailored to client needs

## Education

*Computer Information Technology Diploma – Lethbridge Polytechnic (2022–2025)*

*High School Diploma – Chinook High School (2015–2019)*