Phillip Tritz

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# 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.

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| 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)*