

REED SANDERS

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Detail-oriented individual offering skills in supporting users with technical knowledge and troubleshooting abilities. Stays on top of demands in fast-paced environments by effectively using slow periods. Strong passion for cybersecurity. Highly motivated to learn from new experiences and put in the work to make the company and self better.

EXPERIENCE

SEPTEMBER 2021 – PRESENT

IT INTERN, OSF HEALTHCARE

- Provide level 1 support to employees and patients from several hospitals, corporate offices, and doctor's offices relating to requests for IT services.
- Promptly resolve or triage requests by providing the most effective and efficient solution.
- Check and give security access to databases and applications using active directory.
- Ensure proper documentation and use of knowledge database.
- Worked closely with clients and end-users to define needs and break down problems.
- Solving IT issues over the phone, text chat, and remote access.
- Worked effectively with a diverse team to accomplish daily objectives and meet long-term goals.
- Resolved issues with medical documentation software, Microsoft Office, and an assortment of other programs used in the medical field.
- Prepared incident reports, including compiling, entering, and organizing data.

SEPTEMBER 2019 – PRESENT

SALES ADVISOR/GEEK SQUAD AGENT, BEST BUY

- Assist customers to select the computer/electronic that best fits their needs.
- Setup up new computers and update older ones.
- Remove viruses.
- Install applications on clients' computers.
- Troubleshoot a wide variety of issues with computers, phones, and printers.
- Performed troubleshooting and diagnosis for issues related to software and peripheral equipment.
- Maintained detailed records of daily support activities and resolutions.
- Diagnose broken Apple devices and document damage for proper repair.

DECEMBER 2016 – SEPTEMBER 2019

CUSTOMER SERVICE SPECIALIST, HYVEE

- Accountability Helped ensure customers were getting the best shopping experience possible.
- Resolving customer issues.

- Overseeing the checkout process.
- Processed refunds, exchanges, and store credits for customers facing issues.
- Maximized satisfaction by anticipating needs and consistently offering expert support.
- Manage Excel spreadsheets and inventory management software.

EDUCATION

MAY 2023

BACHALORS IN COMPUTER SCIENCE, BRADLEY UNIVERSITY

- CONCENTRATE IN WEB, SOFTWARE, AND COMPUTER SECURITY
- MINOR IN CYBERSECURITY

MAY 2019

HIGH SCHOOL DIPLOMA, PEORIA NOTRE DAME

SKILLS

- Java
- C++
- Microsoft Office
- Kali Linux
- Python
- C
- Data security
- Ticket management
- Troubleshooting and diagnosis
- Computer workstation setup
- Networking