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| Reed Sanders  332 W Knollcrest Dr Peoria, Il 61614 · 309-634-5379  rpsanders@mail.bradley.edu · linkedin.com/in/reed-sanders-44a2071ba/ |
| 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

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| September 2021 – PresentIT 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 – PresentSales 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 2019Customer 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

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| May 2023Bachalors in COmputer Science, Bradley universityContentrate in web, software, and computer securityMinor in cybersecurity |
| May 2019High School Diploma, Peoria Notre Dame |

# Skills

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