
RILEY BIRD

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EDUCATION

Bachelor of Science: Web Development, Expected in 05/2026

Bellevue University – Bellevue, NE

- Relevant Coursework: Intermediate Computer Concepts and Applications, Internet Systems Architecture, Enterprise JavaScript II, Business Environment for Web Professionals, Computer & Network Security Fundamentals, Introduction to Cyber Threats, Technologies and Security, & Node.js.

PROFESSIONAL SUMMARY

Offering solid foundation in IT principles and readiness to learn and grow in dynamic environment. Brings understanding of computer systems and basic networking, as well as skills in troubleshooting and problem-solving. Ready to use and develop technical skills and problem-solving abilities in a Computer Technician role.

WORK HISTORY

IT Intern, 05/2025- Present

Parkson Corporation – Golden, CO

- Provide technical support and troubleshooting for enterprise systems, improving operational efficiency
- Collaboration with IT team on system maintenance, user support, and network administration tasks
- Documentation of technical processes and create user guides to streamline IT operations

Sales Associate, 06/2022- 09/2025

Kohls – Longmont, CO

- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Participated in team meetings and training sessions regularly for continuous professional development within the retail industry.

LANGUAGES

Spanish – Limited Working

American Sign Language – Limited Working

SKILLS

- Customer Service
- Time Management
- Multi-tasking strength
- Software configuration
- Attention to detail
- Python, C++, Java, SQL, Java Script, HTML, CSS, Linux Scripting, Bash Scripting
- Friendly and patient
- Teamwork and collaboration
- Problem-solving skills
- Reliable and punctual
- Technical support
- Organizational skills
- Malware Detection
- Penetration Testing