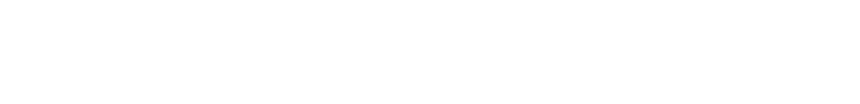
# Ticket Information



# Priority: High

**Name: David Snider Department: Guatemala**

**Date and Time: 7/5/2025 6:50 PM Technician: Saúl Abraham Arana Calderón**

# Description of Issue

I need to know more about you

# Technician Response

I am from Quetzaltenango, Guatemala.

I have worked as an IT technician most of my life, so I have always liked computers and trying to repair things. I am currently studying for a bachelor's degree in Software development, but I had the opportunity to be assigned to this course which was interesting to me because I have obtained my knowledge more impirically than through study.

**Hours Worked:** 0.5

**Importance:**  Mission Critical  Slowing User Down  Schedule When Able

Resolved  Pending (Escalated)  Unresolved

# Additional Comments

Click or tap here to enter text.

# Pictures (Insert Additional as Needed)

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