Daniel Roman

Repair Agent

👤 Profile

Resent college graduate with almost 4 years of experience in IT support, focused on resolving issues while keeping clients calm. Was personally tasked with updating all software on roughly 100 laptops for students during the first two weeks of the fall semester. I have also been assigned with training new workers on how to handle tickets and how to resolve many issue around the campus such as projector, sound, zoom, Google, or Microsoft issues. I have often been the go to person for any questions before going to a full time staff member.

💼 Employment History

Repair Agent at Saint Xavier University, Chicago

April 2021 — Present

Student worker

My daily tasks are to handle IT tickets whether that is going to resolve the issue or calling back the client. I would also do tasks such as updating labs, imaging computer, or delivering sound/projection equipment.

🎓 Education

Bachelors in Computer Science, Saint Xavier University, Chicago

August 2021 — May 2025

Details

292 W Grant St., Saint Anne, Illinois, 60964, United States, (779) 279 - 6319

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Links

LinkedIn

GitHub

Skills

Customer Service

Problem Solving Skills

Collaboration & Teamwork

Java

database

Adaptability