

Trisha Yvonne Aquino

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Objective

Entry-level IT Support professional seeking an opportunity to grow technical skills while contributing to organizational efficiency and success.

Education

Southern Alberta Institute of Technology	Calgary, AB
Software Development Program	April 2025
Relevant Coursework: Introduction to Networking Systems, Software Analysis and Design, Operating Systems, and Software Security	

Strengths

- Basic understanding of setting up desktops, laptops, and peripheral devices.
- Demonstrated ability to follow step-by-step troubleshooting for hardware and software issues.
- Able to read and apply basic technical instructions from manuals or online guides.
- Strong communication skills are required when assisting users with technical concerns.
- Willingness to learn and improve in fast-paced IT environments.
- Basic knowledge of networking concepts such as Wi-Fi connectivity and IP configurations.

Relevant Skills

- Familiarity with Windows and Linux operating systems
- Understanding of computer networks and internet connectivity
- Knowledge of Microsoft Office and Google Workspace
- Time management and multitasking under little to no supervision
- Basic hardware setup and troubleshooting

Practical Projects

Windows and Linux Permissions Management	April 2025
<ul style="list-style-type: none">• Explored and applied file and folder permission settings in both Windows and Linux, including NTFS, UAC, and <code>chmod/chown</code> commands• Practiced secure access control by modifying permissions, using administrative privileges, and managing protected system directories.	

File Systems Management	March 2025
<ul style="list-style-type: none">• Explored and compared file system structures (NTFS, ext2, ext3, VFAT) across Windows and Linux, using tools like <code>fsutil</code>, <code>mkfs</code>, and <code>mount</code>.• Analyzed Windows registry settings related to file system behavior and performed 8.3 filename compatibility testing using NTFS configuration.• Created and mounted virtual file systems in Linux using loopback devices, evaluated overhead vs. performance tradeoffs in different formats.	

Main Components of Windows and Linux	Jan 2025
<ul style="list-style-type: none">• Gained hands-on experience navigating and retrieving system information using Windows System Information, Task Manager, and Command Prompt tools.• Explored Linux command-line operations including file system navigation, environment variables, and editing protected system files using <code>sudo</code>.• Practiced boot process configuration and troubleshooting on both Windows (BCD, <code>msconfig</code>) and Linux (GRUB bootloader, single-user mode).	

Work Experiences

CDC Ambassador Value Village	Dec 2023 – Present
<ul style="list-style-type: none">• Provides customers with fast, friendly, and helpful service.• Help with recycling tasks as required: emptying recycling bins, relocating boxes, prepping the production area, and unloading merchandise from vehicles.	