

# Bailey Borengasser

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## WORK EXPERIENCE

### **Information Technology Services | University of Hawaii System: September 2018 – Present**

*Help Desk Consultant: Honolulu, HI*

- Provide remote technical support to students, staff, and faculty members at the University of Hawaii at Manoa.
- Personable and friendly demeanor in person or on the phone.
- Demonstrate problem solving skills and general knowledge of services available at the University.
- Proficient understanding of the technology used by members of the University (Windows 10, MacOS, Microsoft office applications).
- Cooperate with other team members to ensure all members of the University receive the required assistance.
- Escalate issues to the appropriate department when all Help Desk resources have been exhausted.

### **Zippy's: June 2015 – July 2018**

*Cashier: Kailua, HI*

- Responsible for ensuring guest satisfaction by handling all counter transactions in a fast, efficient, and friendly manner.
- Take telephone orders, prepare, pack and serve food items to guests.
- Sufficient understanding of every role required at the counter to provide team members with assistance when needed.

### **Baskin Robbins: May 2015 – May 2016**

*Cashier: Kailua, HI*

- Greet customers, scoop ice cream, and ring up all purchases in a friendly and efficient manner.
- Keep the store clean and sanitary, especially the kitchen and dining area.
- Take inventory to ensure we have enough for our customers the following day.

## EDUCATION

### **University of Hawaii at Manoa: January 2018 - Present**

*BA, Information & Computer Science (Security Science Focus): Honolulu, HI*

- Expected to graduate in Spring 2021.
- Cumulative GPA: 3.75
- Online Professional Portfolio can be found here: <https://baileykb.github.io/>

### **Honolulu Community College: August 2015 – December 2017**

*AA, Liberal Arts: Honolulu, HI*

- Graduated December 2017 with my AA in Liberal Arts
- Transferred to UH Manoa to receive a degree in Computer science in Spring 2018.

## SKILLS & INTERESTS

- **Skills:** Windows 10, Git/Github, Troubleshooting, Cooperative, Punctual.
- **Interests:** Building PCs, Computer Hardware, Cyber Security, Chess.