

BAILEY BORENGASSER

CONTACT

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- Kailua, HI

EDUCATION

Associate's Degree,
Liberal Arts
Honolulu Community College
2015 - 2017

Bachelor's Degree,
Computer Science
University of Hawaii at Manoa
2018 - 2021

SKILLS

Professional
Communication
Problem Solving
Critical Thinking
Teamwork

Technical
Office 365 Applications
Google Suite Applications
Windows 10
Linux
Bash

ACHIEVEMENTS

Dean's List
University of Hawaii at Manoa
Fall 2020 / Spring 2021

Cumulative GPA
University of Hawaii at Manoa
3.79

WORK EXPERIENCE

Senior Help Desk Consultant

Information Technology Services | University of Hawaii System
July 2020 - May 2021

- Mentor and facilitate advanced training for new hire employees.
- Routinely diagnose and resolve network issues while developing positive relationships with clients.
- Evaluate and enhance internal policies and procedures to improve execution.
- Perform advanced projects and tasks as assigned.

Help Desk Consultant

Information Technology Services | University of Hawaii System
September 2018 - June 2020

- Provide remote technical support to all members within the University of Hawaii System.
- Highly proficient understanding of the University of Hawaii technology (Windows 10, MacOS, etc.).
- Monitor systems in operation to determine if these systems crash.
- Adept at utilizing remote support software support and walking users through troubleshooting to resolve issues.
- Effectively organize client information and corresponding issues to streamline future problem resolution.
- Work harmoniously with all university members building a climate of trust.
- Effective at managing volatile situations and calmly elevate issues when all Help Desk resources are exhausted.

Cashier

Zippy's
June 2015 - July 2018

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

CERTIFICATIONS

Certificate in Information Security and Risk Management(ISRM)

University of Hawaii at Manoa
June 30, 2021