Bailey Borengasser

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WORK EXPERIENCE

Information Technology Services | University of Hawaii System: September 2018 – Present
Senior Help Desk Consultant: Honolulu, HI
- Perform advanced training of incoming students & new hires.
- Updating or recommending updates to internal documentation.
- Performing advanced projects & tasks as assigned by staff.
- Continue with normal Help Desk Consultant procedures (see below).

Information Technology Services | University of Hawaii System: September 2018 – July 2020
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.

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: 3.77
- 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, Team Player.
- **Interests:** Building PCs, Computer Hardware, Cyber Security, Chess.