

Moses E. Diaz

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Computer Information Technology student at BYU-Idaho. Certified in Cisco switch configuration with IT experience and pursuing CompTIA Security+ and Linux+ certifications.

Employment Experience

BYU-Idaho IT Service Desk

2021 - Current

Operations Supervisor -

- Managed team of 30 student employees ensuring proper staffing and operational procedures
- Coordinated and facilitated trainings in bi-weekly all-employee roundtable meetings

Shift Lead –

- Lead team of 5 employees providing feedback and coordination with senior leadership

Service Desk Analyst –

- Communicated with team members and clients to ensure technological needs were met

Kimberbell Designs, LLC – *Warehouse Team –*

(Seasonal) 2018 – 2021

- Compiled digital information regarding potential clients to support agency growth
- Punctual & dependable filling hundreds of orders daily with consistency, speed and accuracy
- Trained new employees to be familiar with workflow and routine processes

BYU-Idaho – *Electronic Resources Student Specialist–*

2019 – 2020

- Helped maintain over 400 databases and resolve technical errors
- Gather and report usage statistics to ensure appropriate spending and efficient use of budget

Education

Brigham Young University-Idaho – Computer Information Technology B.S. Winter 2024 (Anticipated)

- Certified in Cisco network switch configuration through TestOut (Dec. 2020)
- Programming basic proficiency in C++, Python, Java, JavaScript, and BASH scripting

Service

Official Representative – The Church of Jesus Christ of Latter-Day Saints

- Philippines, Tacloban Mission (Cebuano Speaking) Honorable Service Fulfilled 2019
- Coordinated with local leaders and other representatives to provide service to community