

# DANIEL STAGGS

## PROFESSIONAL SUMMARY

IT technician with hands-on experience supporting hardware, software, and user systems across school, church, and small business environments. Currently pursuing a BBA in Management and Computer Information Systems at UNA, with COMPTIA Security+ and Python certifications in progress. Skilled in troubleshooting, repair, installations, programming/coding, and tech support.

## EMPLOYMENT HISTORY

### NORTHWEST SHOALS COMMUNITY COLLEGE, Muscle Shoals, AL

#### IT COMPUTER TECH 2025-Present

System imaging & deployment (Acronis), Windows configuration, device & user support, Auto Attendant administration, and advanced software, OS, and CMD-based troubleshooting

### COVENANT CHRISTIAN SCHOOL, Tuscumbia, AL

#### IT TECHNICIAN 2022 - 2025

- Managed and upgraded IT systems, troubleshooting PCs, networks, printers, Chromebooks, and AV equipment for students and staff
- Provided ongoing technical support for faculty and students, ensuring smooth technology integration.
- Reprogrammed and maintained audio systems, stage lighting, and sound equipment to support school events and operations.

### STEM & ROBOTICS INSTRUCTOR 2022 - Present

- Developed and implemented robotics training programs, increasing student engagement and technical skills. Mentored students in engineering principles, coding, business concepts and problem-solving techniques.
- Designed engaging STEM-focused lessons for 1st–6th graders. Introduced students to coding, digital literacy, typing and logic concepts
- Coached/taught the BEST robotics program at the school. Led the robotics team to 1st place hub and regional championship (2024), regional championship appearance (2023), 4th place hub (2022)

## CONTRACT IT SUPPORT

### *Cliff Haven Church, Sheffield, AL 2020-2023*

- Operated weekly soundboard and livestream; troubleshoot AV and IT/hardware & software issues for Mac and Windows devices.

### *First Presbyterian Tuscumbia, Tuscumbia, AL 2023-2025*

- Rebuild PCs, imaged legacy devices to new hardware, rewire AV cabling, ran livestream and soundboard during services, and resolved diverse hardware/software issues across Windows and streaming systems.
- Designed and implemented user-friendly IT/livestream systems and conducted OBS training for staff and volunteers, establishing protocols that enabled autonomous troubleshooting and smooth event execution.

## EDUCATION

### BACHELOR OF BUSINESS ADMINISTRATION: EMPHASIS IN Technical MANAGEMENT & COMPUTER INFORMATION SYSTEMS

#### *University of North Alabama (expected completion spring 2026)*

Relevant coursework: IT Support, Python, Java, Data Analytics, Systems Analysis, HCI/UX Leadership, Project Management

## SKILLS

IT support • Hardware/software troubleshooting & repair • PC/Mac/Linux systems • Imaging & desktop deployment • Network printers • Remote access & AV systems (OBS, soundboards) • Python • HTML/CSS • JavaScript • Git/GitHub • Office 365 • Google Workspace • Windows Server basics • NAS • Acronis