

# ROB SMITH

Efficient and hardworking student with a strong interest in computer science. Draw on technical knowledge base covering UX design, JAVA, MySQL, and HTML. Demonstrated success objectively measuring software performance while participating in a rapid development cycle.

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## WORK EXPERIENCE

### TECH SUPPORT

XYZ Company, Columbus, OH  
June 2020 to Present

- ◆ Quickly and professionally respond to various tech support tickets
- ◆ Install hardware and software as needed to maintain systems
- ◆ Work with managers to develop rapid response systems to major tech threats
- ◆ Co-design and deliver educational materials to staff on proper tech use

### RETAIL SALES ASSOCIATE

Smith Clothing Company,  
Columbus, OH  
August 2019 to May 2020

- ◆ Gained strong foundation in positive customer relations
- ◆ Operated cash register and balanced the till at EO D

## EDUCATION

### Graduate

AAE High School, Columbus, OH | August  
2018 to June 2022  
3.7 GPA | Top 10% of graduating class

## KEY SKILLS

- ◆ Efficiency Improvement
- ◆ Group Collaboration
- ◆ Independent Research
- ◆ Technical Troubleshooting
- ◆ User Experience (UX)

## CERTIFICATIONS

- CompTIA A+\*
- Network\*
- Nielsen Norman Group UX and UX Master
- Security\*