

# Ilya Shportko

## IT Help Desk - Ferndale School District

Ferndale, WA - Email me on Indeed: [indeed.com/r/Ilya-Shportko/258e41df588e7178](https://www.indeed.com/r/Ilya-Shportko/258e41df588e7178)

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### IT Help Desk

Ferndale School District - Ferndale, WA -

2017 to Present

- Supported and fixed technical issues with laptops, desktop computers, projectors, etc.
- Worked one-on-one with multiple customers simultaneously
- Worked hard to leave customers feeling satisfied, received positive feedback

#### IT Technician

Johnson O'Mally - Burlington, WA -

2016 to 2016

- Actively worked in teams to complete construction projects
- Trained to build manufactured homes
- Completed over 10 manufactured homes that were later sent for interior work

#### Tutor

Johnson O'Mally - Bellingham, WA -

2012 to 2016

- Providing tutoring services to high school students
- Tutored in all subjects such as science, math, history, literature, etc.
- Helped students raise their grades, support them during their study time

### EDUCATION

#### Bachelor of Applied Science in Applied Science

Whatcom Community College - Bellingham, WA

March 2020

#### Associates in Science in Computer Information Systems

Whatcom Community College - Bellingham, WA

March 2018

## SKILLS

FORECASTING (2 years), PROBLEM-SOLVING (2 years), STRONG COMMUNICATION SKILLS (2 years)

## ADDITIONAL INFORMATION

### Skills

- Strong communication skills
- Excellent team work abilities
- Great planning and forecasting skills
- Problem-solving abilities
- Time-management abilities
- Radiating, positive attitude
- Willing to be flexible and adaptable
- Work well under pressure