Ariel Gleason

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Education

Bachelor of Science: Computer Science

Portland State University, Portland, OR.

Expected Graduation Date: Spring 2023

GPA: 3.94

Associate of Science: Transfer Degree, 2020

Mt. Hood Community College, Gresham, OR.

GPA: 4.00

Skills

HTML/CSS	Javascript	NodeJS
MySQL	Java	C++
Rust	LaTex	WordPress

Experience

Portland State University- Computer Action Team

Front Desk Support October 2020 - Present

- Assisted students and faculty with technical issues accessing PSU resources remotely
- Created documentation for PSU resources using Wordpress

CyberCSI, Inc

Deskside Support L2 Nov 2021 – Present

- Provide IT support for employees at Genentech Hillsboro campus
- Maintain and troubleshoot printers and print services
- Repair Apple and HP desktops and laptops
- Provide AV services for Genentech events and presentations

Simply Mac

Service Manager June 2016 – January 2019
• Coordinated the development and launching of new service programs which reduced customer equipment turnaround time over 40%
• Acts as escalation point for troubleshooting advanced computer systems issues and for resolving complex or urgent customer service incidents while maintaining high levels of customer satisfaction

Service Technician May 2015 – June 2016

• Diagnosed and resolved hardware and software issues with Apple computers and mobile products

Service Writer/ Macologist January 2014 – May 2015

• Enhanced service profit by identifying opportunities for accessory sales, and upgrade opportunities for older devices