



ARMSTRONG IAN

Support Technician

16w486 Lake Dr, APT 102,
Willowbrook IL, 60527

iancarmstrong42@gmail.com

1-708-790-7215

SOCIAL

@hands0blue

@hands0fblue

PROFILE

I am a customer focused and innovative Technical Support Technician who is always excited to learn new ways to use technology to improve the human condition. I have 2 years of experience covering a variety of enterprise hardware, networks, and applications.

EDUCATION

PERSUING ASSOCIATES OF
CYBER SECURITY AND DEFENSE

College of Dupage

Expected Completion Fall 2026

SKILLS

- HTML
- CSS
- Docker
- Active Directory
- Linux, MacOS, Windows
- Service Now
- Customer Support

EXPERIENCE

GTSG Technician

June 2024 - Present | UPS

- Local Level III Support for my facility; receiving tickets that could not be completed by level I over the phone.
- Focus on maintaining Service Level Agreements with our internal customers using Service Now.
- Completing technology installs/upgrades to maintain and improve the business.
- Effective communication within department and local operation about ongoing outages and solutions.

Package Center Supervisor

April 2020 - June 2024 | UPS

- In my role as an ASX supervisor I was the main point of contact between load planning and operational execution. I used software tools/databases and operational experience to assist my partners with business goals.
- Following package flow and operational trends in order to plan ahead with the goal of giving the operation the best possible opportunity to keep up-time high.
- Timely and efficient communication to maintain a smooth operation.

Barista

December 2018 - April 2020 | Starbucks

- Connect and engage with customers, gathering information on what they need in a comfortable way.
- Learn and maintain a level of quality and detail in the products.
- Assisting with the distribution and record keeping of stock, cups, coffee, milks, cleaning supplies, ect.

CERTIFICATES

Comptia A+

Validates foundational IT skills for entry-level roles, particularly in technical support and help desk positions (2024)

REFERENCES

Renet Vega

Supervisor

Phone: 1-630-849-6926
Email: rvega@ups.com

Carlos Pacheco

Package Center Manager

Phone: 1-773-858-0354
Email: cpacheco@ups.com

INTERESTS

Music Homelab Games Volleyball