



Taylor

SHELP

DRIVEN BY PROBLEM-SOLVING AND SYSTEM RELIABILITY

SKILLS

- Technical troubleshooting and ticket logging
- Microsoft Office Suite (Outlook, Excel, Word)
- Linux/UNIX, Python, SQL basics
- Customer communication and support
- Organization and multitasking
- System administration fundamentals

EXPERIENCE

GEEK SQUAD AGENT

Best Buy – Dearborn & Westland

2022–2024

- Delivered front-line technical support for consumer and business systems, including Windows and macOS environments.
- Created tickets, tracked progress, and documented technical resolutions
- Guided users through software updates, system security steps, and data recovery.
- Performed diagnostics, OS installs, backups, and data transfers
- Partnered with Advanced Repair Agents for hardware troubleshooting

ASSISTANT

The Center for Natural Healing – MI

2012 - 2014

- Managed scheduling, appointments, and office communications
- Assisted with data entry, records management, and expense tracking
- Provided basic tech troubleshooting for office systems

CERTIFICATIONS

- Windows Server Administration (CompTIA)
- System Analysis & Design (CompTIA)
- Apple Repair Modules

EDUCATION

Student at Eastern Michigan University
Major is Cybersecurity with a minor in Digital Forensics
Masters Degree in 2027

ABOUT ME

Blending technical support experience with a growing focus on system security, built on a strong background in customer service with clear communication and problem-solving.

CONTACT

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TOOLS

- Microsoft Server / Microsoft 365
- Linux/UNIX systems
- Microsoft Office Suite (Outlook, Excel, Word)
- VPN and RDS
- Ticketing and help desk systems
- Python and SQL
- Hardware diagnostics and repair utilities