

# Joseph L. Gudaitis

Technical Support Specialist

## EDUCATION

### Cooper High School, New Hope, MN

Graduated class of 2016

## EXPERIENCE

### The Home Depot, Brooklyn Park, MN — Associate

2015 - 2017

- Familiarized myself with client relations
- Developed an ability to quickly identify and resolve issues facing clients
- Introduced to a broad range of technical skills including:
  - Key fabrication, glass cutting, paint mixing (with unique software), panel saw, electrical work, advanced fulfillment systems utilizing Zebra phones

### Lowe's, Columbia, MO — Pro Desk Associate

2018 - 2019

- Used knowledge learned from Home Depot to work with professional contractors to fulfill large projects for clients
- Was exposed to and entrusted with proprietary blueprint software for designing client's decks
- Provided on-site installations with contractors

### Best Buy (Geek Squad), Roseville, MN — Consultation Agent

2022 - Present

- Using previous mastery of client relations and technical knowledge, successfully diagnosed and solved issues with user's computers
- Acted as the first line of defense to resolve the majority of our user's technical problems including:
  - Cybersecurity
  - Virus removal
  - OS/Corruption repair
  - Data transfer and backup
  - Software and hardware troubleshooting
  - Network configuration
- Achieved intermediate to expert level troubleshooting experience and worked intimately with complex systems
- Developed a proficiency working with both hardware and software

## PASSIONS

- Building, improving, and maintaining my custom-built computers
- Tinkering with my dedicated servers
- Helping friends with technical issues and giving computer advice
- Fishing, geocaching, and reading my favorite fiction



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## SKILLS

Customer Service

Inter-professional  
Communications

Computer Systems

Phone Systems

Software

Hardware

## AWARDS

Geek Squad

Employee of the Month

## GOALS

- Obtaining my Cisco Support Technician Certification (CSTC)
- Directly working with hardware to solve problems
- Managing a comprehensive, boutique company-wide system