

# Christina Ruiz

Google IT Support-certified professional with 8+ years' experience resolving technical issues, supporting users, and improving system performance. Pending completion of Pursuit AI Native training, June 2026.

## EXPERIENCE

### **Experis | Manpower Group — Data Collection Associate**

2021 - PRESENT

Executed accurate data uploads in compliance with security protocols

Followed technical protocols to complete studies on time and troubleshoot technical issues

Collaborated with remote support teams to resolve equipment malfunctions

### **Fordham University School of Law — Helpdesk Analyst**

2021 - 2023

Resolved over 30+ weekly tech support tickets via phone, in-person, and electronic requests

Diagnosed hardware/software issues and guided end-users on system functionality

Used ticketing tools (Freshworks, EasyVista, ServiceNow) to track and escalate complex requests

Trained new users on internal systems and software

### **Research Foundation, City University of New York — IT Specialists Intern**

2015 - 2017

Provided in-school IT support for staff and students at Mott Hall High School

Set up and configured new equipment including smartboards and projectors

Supported software installs and routine maintenance of computer labs

## EDUCATION

**Pursuit AI Native Training** (Dec 2025 – June 2026)

**Google IT Support Professional Certificate**

**Per Scholas**, Bronx, NY | 2021 (12-week IT Support training)

**M.S., Information Design & Technology**

SUNY Polytechnic Institute, Utica, NY | 2013 | GPA: 3.53

**A.A.S., Computer Information Systems**

New York City College of Technology, Brooklyn, NY | 2017 | GPA: 3.41

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## TECHNICAL SKILLS

### • **Software & Systems:**

Windows 11/10/8, Microsoft 365, Google Workspace, VMware Workstation, Apple macOS, Linux

### • **Hardware & Tools:**

PC/laptop maintenance, data recovery, imaging tools, mobile device troubleshooting, printer networking & troubleshooting

### • **Help Desk Platforms:**

ServiceNow, Freshworks, EasyVista

## PROFESSIONAL STRENGTHS

Effective communicator with cross-functional teams

Strong analytical and troubleshooting abilities

Proactive problem-solver with attention to detail

Adaptable and quick to learn new technologies