

Christina Ruiz

Google IT Support-certified professional with 8+ years' experience resolving technical issues, supporting users, and improving system performance.
Pending completion of CompTIA A+ Certification, April 2026.

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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

Google IT Support Professional Certificate

Per Scholas, Bronx, NY | 2021 (12-week training program)

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

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