

## Work Experience

Desktop Support Technician	University of Miami	Dec 2023 – Present
<ul style="list-style-type: none"><li>Developed a secure intranet site for team members, centralizing job-related resources minimizing resource search time by 30%.</li><li>Provided comprehensive technical support across Windows, Linux, and Mac platforms, resolving 95% of issues within the first contact.</li><li>Resolved users network issues, including wireless, wired, and VPN connectivity.</li><li>Assisted staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment, and software, preparing, installing, testing, and certifying over 150 desktop configurations including necessary software drivers.</li><li>Monitored, administered, tracked, and verified completion of tickets using ServiceNow ITSM.</li><li>Managed and maintained network infrastructure, including switches and routers.</li></ul>		
Geek Squad Agent	Best Buy	May 2023 – Oct 2023
<ul style="list-style-type: none"><li>Recognized as a top performer for promoting the membership program selling over 8 memberships a month.</li><li>Offering technical support for electronics, handling troubleshooting, data backups, OS installs, screen repairs, data transfers, and PC building, servicing 100+ devices weekly.</li><li>Managed 50+ daily service tickets quickly resolving customer issues maintaining a 97% satisfaction rate..</li></ul>		

## Education and Certifications

- B.S. Cybersecurity and Information Assurance**, Western Governors University **2022-2026**
  - Relevant Coursework: Introduction to IT, Scripting and Programming**
  - Additional Courses:** Harvard's CS50: Introduction to Computer Science, Codecademy: Learn the Command Line
- Networking Basics**, Cisco
- Full Stack Web Development**, University of Miami
  - Certifications in progress: CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA CySA+, CompTIA PenTest+, CCSP, SSCP

## Technologies and Languages and Skills

- Languages:** JavaScript, Python, React, HTML, CSS, Node.js, Express.js, MySQL.
- Technologies:** Bash, PowerShell, Git, NPM, MERN, Microsoft Azure, ServiceNow
- Skills:** Data structures and algorithms, troubleshooting, object-oriented programming, problem solving, scripting, technical support, quick learning, end-user communication, network protocols, IP addressing, subnetting, routing and switching