Roy Garrett

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Education

The Master's University *Santa Clarita, CA*   Expected Graduation: 2024

- Major – Computer Science: CS/AI/IS and Business: MIS
- GPA – 3.90
- 4x President's List, 1x Dean's List
- Research and Development Partner – BAIIAM
- 3x GSAC Scholar-Athlete Award, Men's Soccer – 2019 to 2022

Experience

The Master's University *Santa Clarita, CA*   Aug 2022 – current
IT Service Desk Analyst

- Troubleshoot technology issues for faculty and students through several forms of communication including, phone, email, ticket software, and in-person
- Address customer concerns with various technology discrepancies including display apparatus, printer and laptop software and hardware, and network capacities
- Collaborate with the analyst team to pinpoint solutions

The Master's University *Santa Clarita, CA*   Nov. 2019 – May 2021
Athletics Staff Member

- Collaborated with team members to accomplish setup and teardown tasks i.e., placing chairs, setting up audio and streaming equipment, expanding bleacher
- Orchestrated setup and teardown of athletic events and preparing the gymnasium for transition from athletic events to chapel setup
- Assisted fans with various needs including inquiries about facility locations and other general concerns and questions

Popeyes Louisiana Kitchen *Santa Clarita, CA*   Dec. 2018 – Aug. 2020
Crew Member/Team Leader

- Accommodated various customer needs by taking orders, packaging meals, and resolving customer complaints
- Fulfilled multiple roles including serving customers, performing transactions with customers, packaging food, taking orders, and sorting shipments, often performing multiple tasks at once
- Aided in leadership at various times when there was no functioning manager present, as well as assisting the managers with various manager duties and procedures

Additional

- Python, C, MySQL, React, Golang, C#, HDL, Git, Assembly Language
- Microsoft Office Proficient
- Spanish partial fluency