

SKILLS

Help Desk Support, Computer Repair, Excel, SQL, Python, Data Analysis, Customer Service

EXPERIENCE

Prime Care Technologies Duluth, GA
Help Desk Analyst May 2025 - Present

- Providing network support by monitoring through Zabbix and bouncing ports in configuration terminals
- Using RDP, SureMDM, MobaXterm, LogMeIn to troubleshoot and resolve hardware and software issues
- Updating documentation of detailed problem resolution actions in Salesforce
- Closing 10+ tickets daily while creating new tickets from inbound calls using Zoom Contact Center
- Providing excellent customer service throughout the entire service experience

Best Buy Canton, GA
Geek Squad Consultation and Repair Agent Sep 2024 - May 2025

- Awarded MVP contributing to both hardware and software repairs to save our customers valuable time
- Award-winning productivity across Best Buy locations in my region performing repairs over the counter
- Generating a team-high revenue per hour for the store, selling memberships and services working 30+ hours a week and using proprietary inventory, ticketing, and repair software
- Providing positive, timely service to customers during the check-in and checkout process

Dell (Contract), Lenovo (Contract) Atlanta, GA
Computer Repair Field Technician Jul 2024 - Oct 2024

- Certified Dell and Lenovo service provider as an onsite repair technician using my own tools
- Providing excellent customer service during all points of the customer experience and contacting by phone
- Providing timely and accurate hardware replacements including updating BIOS and drivers in Vantage/SA
- Handling the picking up and returning of parts for service from FedEx

University of North Georgia Dahlonega, GA
Research Assistant May 2023 - Aug 2023

- Generated novel and useful data using Linux virtual machines, Python, JupyterLab, and supercomputers.
- Implemented and compared machine learning models on clean data documenting key metrics in Excel.
- Coordinated and engaged in meetings three times a week with a co-researcher and professor to align on project milestones and contributions, streamlining research processes.
- Enhanced project outcomes and productivity through collaborative team solutions and shared expertise.

EDUCATION

University of North Georgia Dahlonega, GA
BS Computer Science GPA: 3.92/4.0
Summa Cum Laude December 2023

CERTIFICATIONS

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- Apple Certified Repair Technician
 - Dell Certified Repair Technician
 - Lenovo Certified Repair Technician
 - Preparing for Google Cloud Certification: Machine Learning Engineer