

# Tristan Hatfield

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## SUMMARY

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Aspiring IT Professional holding the CompTIA A+ certification skilled with device configuration, troubleshooting, and mobile device support. Demonstrated ability to collaborate with teams and eager to gain practical experience and contribute to an IT support team.

## EDUCATION

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Illinois Institute of Technology, Chicago, IL

May 2027

**Bachelor of Business and Information Technology**, GPA 4.0

Relevant IT Coursework:

- *Intro to Data Networks & Internet*
- *Intro to Operating Systems & Hardware*
- *Open-Source Application Development*
- *Fundamentals of Web Development (Ongoing)*
- *Open-Source Programming (Ongoing)*

## SKILLS

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- **CERTIFICATIONS:** CompTIA A+, IT Specialist - Device Configuration and Management, IT Specialist - Network Security
- **TECHNOLOGY:** Hardware & Software Troubleshooting, Windows, Linux, Mobile Device Support
- **SOFT:** Customer Service, Organization, Communication, Teamwork

## WORK EXPERIENCE

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### Pensieve AI

Remote Social Media Intern

Nov – Dec 2024

- Planned and created engaging social media posts for Instagram, TikTok, and YouTube Shorts, improving organic views by over 100 percent.
- Coordinated with team members to develop a social media content calendar, ensuring consistent and timely content delivery.
- Reflected on and analyzed video performance using social media analytics tools to identify the high-performing video formats to enhance content strategy.

## HONORS AND ACHIEVEMENTS

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- Dean's List

Fall 2024