

# Tristin Smith

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## EXPERIENCE

### **FreeCast Inc, Orlando, FL - IT Support**

November 2023 - Present

- Troubleshoot tickets within required SLA's
- Administrate company emails and software
- QA our app, finding bugs and reporting them to devs
- Update and maintain knowledge base for IT staff and end users.

### **BlackTip IT, LLC., Orlando, FL - Frontline Engineer**

July 2023 - November 2023

- Troubleshoot tickets within required SLA's.
- Troubleshoot peripherals, VoIP services, software, hardware, and networks.
- Top 10% of employees who have resolved the most tickets.
- Update and maintain knowledge base for IT staff and end users.

### **ClearEdge Title, Inc., Clearwater, FL — IT Associate**

August 2022 - July 2023

- Troubleshoot peripherals, VoIP services, software, hardware, and networks daily to ensure smooth operations.
- Utilize a ticketing system to efficiently support a group of fifty or more end- users.
- Create and update knowledge bases to help users learn modern technology.
- Develop, test, and debug scripts to help streamline daily small-repeating tasks.

### **University Partnership Center of SPC, Seminole, FL — OPS Technical Support Specialist**

March 2022 - August 2022

- Troubleshoot basic Technology issues involving A/V equipment.
- The software and hardware required to host a virtual classroom locally or connect to a classroom in Miami, FL were set up, tested, and configured daily.

### **Nationwide Title Clearing, Palm Harbor, FL**

Forms Coordinator

December 2021 - March 2022

## SKILLS

Troubleshooting  
Windows 11 & Windows 10  
MacOS Ventura  
Microsoft 365 Admin  
Ios/Android

## Certificates

Apple Device Support  
September 2023

CompTIA A+  
May 2023

CompTIA IT Fundamentals +  
February 2023

Google IT Support  
January 2023

- Analyze forms being rejected by counties or clients, research as to why it was rejected and solve the rejection.
- Generate sample forms with watermarks to indicate approval needed for any form changes.
- Generate data reports to retrieve information previously created in the past.
  
- Transfer approved IT tickets to the forms team to validate that they are intended for a form.

## Document Review Specialist

November 2019 - December 2021

- Analyzed title documents created within the company for accuracy and completion.
- Sign off on accurate documents as a signer officiating the work and as a witness to other signers.

## Data Entry Specialist

August 2019 - November 2019

- Entered Data from mortgages and deeds of trusts across all 50 states to create title documents.
- Studied each state and counties requirements to make sure I'm entering accurate and required data.

## EDUCATION

### **St. Petersburg College, St. Petersburg, Florida — Associate of Science Computer Programming and Analysis**

Expected 2025

- 3.8 GPA
- Studied various programming languages such as C#, Java, Python, Computer Systems, and basic web design.

### **Beaufort High School, Beaufort, SC — HS Diploma**

2011 - 2015

- Graduated as an honors student
- Studied game development, culinary arts, and performing arts.
- Participated in various clubs such as GSA, pep club, and NHS.

## PROJECTS

## **Enterprise Implementation of a VOIP System**

Helped set up VOIP desk phones and web phones with 50+ users, learning new skills along the way, and was solely left in charge of explaining it to everyone at the company, and helping as the week went on.