

# Tristan Tate

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## Summary

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Driven Computer Science student with knowledge in network management, cybersecurity, and cloud computing. Skilled in technical troubleshooting, system optimization, and delivering *exceptional customer service*. Holds CompTIA A+, Network+, and Security+ and other certifications. Proven multitasker, effectively balancing academic and professional commitments. Seeking to leverage technical skills and problem-solving abilities in a challenging IT role.

## Digital Footprint

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[linkedin.com/in/tristantate](https://www.linkedin.com/in/tristantate) | [github.com/tristanjtate](https://github.com/tristanjtate)

## Education

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Western Governors University | Salt Lake City, UT  
Computer Science, Cloud Computing | 09/2025

## Certificates

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CompTIA A+, CompTIA Network +, CompTIA Security +, LPI Linux Essentials, Azure Fundamentals, CompTIA Cloud+

## Technical Projects

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- **Raspberry Pi Home Server**
- **Technologies Used:** Raspberry Pi, Linux, SSH, PiVPN, DNS
  - Engineered a secure, headless DNS server using Raspberry Pi.
  - Implemented SSH for remote management for PiVPN for secure network access
  - Integrated Pi-hol(DNS-sinkhole) to filter unwanted security threats.
- **Raspberry Pi Network-Attached Storage (NAS) and Firewall Project**
- **Technologies Used:** Raspberry Pi, Linux, SSH, Samba, UFW, PiVPN
  - Engineered a secure, headless NAS solution using Raspberry Pi.
  - Configured SSH for remote, headless management.
  - Implemented Samba for network file sharing across multiple devices.
  - Set up UFW (Uncomplicated Firewall) for robust firewall and secure network traffic management.
  - Ensured NAS accessibility from anywhere using PiVPN.
  - Managed the entire project from scratch, utilizing ChatGPT for guidance and learning
- **Responsive/Static Portfolio Website**
- **Technologies Used:** HTML5, CSS3, VSCode, Github, Javascript
  - After completing my Web Development course at WGU, I began developing a static, responsive website. This project proved challenging, prompting me to utilize online resources, particularly YouTube tutorials. While I faced difficulties with HTML, CSS, and some JavaScript, I continue to enhance my skills, dedicating significant time to refining the website.

## Experience

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### Ivanti | Remote

#### Technical Support Engineer Internship | 06/2024

- As a Technical Support Engineer Intern, I have been introduced to Ivanti's Endpoint Manager.
- My main focus here is to enhance onboarding and new hire training for the Endpoint Manager (EPM). This involves:
  - Providing a comprehensive overview of each aspect of the EPM product.
  - Creating detailed procedures and training materials.
  - Highlighting key areas for each team to ensure ongoing understanding and proficiency.

### Independent Contractor Services | Tucson, AZ

Driver | 09/2023 - 06/2024

- Successfully balancing rigorous Computer Science studies and family time with part-time work, maintaining a 98% customer satisfaction rate with taking over 1200 trips.

#### **Cox Communications Inc. | Tucson, AZ**

##### **Core Technology Technician | 10/2021 - 09/2023**

- Diagnosed and resolved complex technical issues across internet, video, voice, and security services, achieving a customer satisfaction rate exceeding 95% by implementing effective troubleshooting and problem resolution strategies.
- Maintained 100% quality assurance metrics across all installations and troubleshooting calls, exemplifying strict adherence to industry standards and company protocols.

#### **Extra Space Storage | Tucson, AZ**

##### **Assistant Site Manager | 12/2020 - 10/2021**

- Superior Customer Service | Sales Target Achievement | Facility Maintenance & Security | Team Collaboration | Computer Proficiency
- I consistently achieved 98% of Key Performance Indicators (KPIs) over a six-month period. Some metrics were for sales, storage insurance, and customer satisfaction, demonstrating sustained excellence and effective management.

#### **AJs Fine Foods | Tucson, AZ**

##### **Customer Service Manager | 08/2018 - 12/2020**

- Grocery Management | Department Oversight | Front-End Staff Supervision | Customer Issue Resolution | Stock Management | Operational Efficiency
- I optimized the workload of overnight grocery clerks, reducing their primary task completion time from 8 hours to 6 hours, a 25% efficiency improvement. The remaining 2 hours of their shift were then dedicated to handling additional backstock, enhancing our backstock processing.

#### **Gopuff | Multiple Locations(US)**

##### **Regional Operations Manager | 02/2016 - 08/2018**

- Leadership and Team Development | Strategic Operational Oversight | Data-Driven Decision Making | Cross-Departmental Coordination | High-Volume Recruitment and Training | Analytical Problem Solving | Strong Communication and Organizational Skills
- I was assigned to Seattle with the mission of addressing operational deficiencies and improving delivery times. By effectively identifying and eliminating inefficiencies in operations, enhancing staff performance, and boosting morale, I successfully reduced delivery times by 33%. My efforts were highly recognized and rewarded by my superiors for the significant improvements achieved.

#### **Jimmy Johns | Tucson, AZ**

##### **Assistant Store Manager | 12/2013 - 02/2016**

- Team Leadership | Customer Service | Sales and Inventory Management | Food Safety Compliance | Operational Efficiency
- At Jimmy John's, I reduced waste with perishables, achieving a 3-10% reduction each quarter as one of our key performance indicators (KPIs). This improvement was accomplished by coaching staff on proper rotation, slicing, and portioning techniques.

#### **Trader Joe's | Tucson, AZ**

##### **Crew, Section Leader | 11/2011 - 12/2013**

- Customer Engagement | Section Management | Inventory Stocking | Team Collaboration | Safety and Quality Standards Adherence
- As a section leader at Trader Joe's, I successfully managed multiple sections and maintained 0% overflowing backstock. This was achieved by accurately ordering and effectively managing product inventory.

### **Soft Skills & Developing Technical Skills**

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Windows, Linux, HTML, CSS, Network Administration, Cybersecurity, Python, Customer Service, Problem Management, Communication, Management Experience