Tristan Tate

* | tristan.tate.az@gmail.com | AZ

Summary

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 Linux 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

linkedin.com/in/tristantate | github.com/tristanjtate

Education

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

Certificates

CompTIA A+, CompTIA Network +, CompTIA Security +, LPI Linux Essentials

Technical Projects

Raspberry Pi Home Server
Technologies Used: Raspberry Pi, Linux, SSH, Pi VPN, DNS
- Engineered a secure, headless DNS server leveraging Raspberry Pi; implemented SSH for remote management and Pi VPN for secure network access. Integrate Pi-hole to filter unwanted security threats.

Experience

Ivanti
Technical Support Engineer (Internship)
Starting June/2024

Uber | AZ
Independent Contractor | 09/2023 - Present
- Successfully balancing rigorous Computer Science studies with part-time work, maintaining a 98% customer satisfaction rate.

Cox Communications Inc. | 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 | AZ
Assistant Site Manager | 12/2020 - 10/2021
- Managed site operations and security, maintaining high customer satisfaction.

Earlier Roles
Customer Service and Management | 11/2011 - 12/2020
- Held key positions at Trader Joe's, Jimmy John's, AJ's Fine Foods, and GoBrands, enhancing operational efficiencies, training teams, and improving customer service across various settings.

Soft Skills & Developing Technical Skills

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