

YENIFER MIRANDA

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OBJECTIVE

Enthusiastic and tech-savvy Computer Science student with hands-on Tier I support experience at SHSU, foundational knowledge in C#, Visual Studio, and SQL Server. Seeking the IT Technical Support Internship to further develop software troubleshooting skills, assist end-users, and contribute to SHSU's mission of service excellence.

EDUCATION

Sam Houston State University – Huntsville, TX

Bachelor of Science in Computer Science

Expected Graduation: 2025

SKILLS/CERTIFICATIONS

- Windows & MacOS Technical Support
- Microsoft Visual Studio & C#
- Microsoft SQL Server
- Office 365, Adobe Suite
- Remote Desktop Assistance & Troubleshooting
- Knowledge Base Documentation
- Bilingual: English & Spanish
- Strong Verbal and Written Communication
- Customer Service & Team Collaboration

EXPERIENCE

Sam Houston State University – Huntsville, TX

Tier I Technical Support Specialist

September 2023 – Present

- Serve as front-line support for students, faculty, and staff via phone, email, remote sessions, and walk-ins.
- Troubleshoot login, software, and system issues across Windows and Mac platforms.
- Support lab software environments and provide basic insight into development tools such as Visual Studio.
- Apply C# programming knowledge in academic labs and projects to support learning environments.
- Utilize Microsoft SQL Server in coursework and assist with database troubleshooting scenarios.
- Maintain and update internal Knowledge Base documentation for team use.
- Provide professional, empathetic service while preserving user confidentiality and data integrity.