

# XXXXXXXXXXXXXXXXXXXX

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## Professional Summary

Junior IT Support Technician with 3+ years of on-site and remote experience in providing technical assistance, troubleshooting, and resolving end-user issues. Proficient in programming, diagnosing hardware and software problems, and implementing effective solutions. Proven ability to manage IT infrastructure, ensure system reliability, and maintain a high level of customer satisfaction. Seeking an IT support role to leverage technical skills and grow in a collaborative environment while contributing to organizational success. Skilled in system setup, network maintenance, and documentation.

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## Work Experience

### IT & End-user Support Expert

XXXXXXXXXXXXXXXXXXXX, USA

December 2023 – Present

- Collaborated with major companies such as XXXXXXXXXXX Bank, XXXXXXXXXXX Healthcare, and XXXXX XXXXXX Corporate to deploy, debug, and maintain critical IT infrastructure.
- Mitigated severe security incidents with help from ticketing systems (Jira, ServiceNow) and trained teammates on end-user support and Active Directory troubleshooting.
- Deployed and decommissioned workstations across multiple campuses, ensuring efficiency, attention to detail, and minimal operational disruption.
- Developed functional expertise in Windows, Linux, and MacOS, focusing on providing valuable and informative advice to end-users.

### Full-stack Freelance Developer

Worldwide

January 2021 – Present

- Coordinated with numerous clients to manage large-scale tech debt, develop software, and manage back-end systems for use in production environments.
  - Managed over 30 separate servers as a SysAdmin maintaining proper software security protocols and uptime reliability.
  - Designed and developed full-stack solutions using Go, PostgreSQL, C++, and JavaScript, building scalable websites and servers tailored to client needs.
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## Skills

- IT Support & Troubleshooting
  - Active Directory Management
  - Ticketing Systems (Jira, ServiceNow)
  - Programming (Go, JavaScript, C++)
  - Cross-functional Team Collaboration
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## Education

**Bachelor of Science in Computer Science** XXXXXX XXXXXX XXXXXXXXXXXX College, Michigan  
Graduation Date: May 2026