

## SKILLS

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Help Desk Support, Computer Repair, Excel, SQL, Python, Data Analysis, Customer Service

## EXPERIENCE

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Prime Care Technologies	Duluth, GA
<b>Help Desk Analyst</b>	May 2025 - Present

- Diagnosing and resolving network outages collaborating with ISPs and vendors improving up time and reducing MTTR. Taking on Jr. Network Analyst responsibilities after hours.
- Providing network support by monitoring through Zabbix and bouncing ports in configuration terminals
- Using RDP, SureMDM, MobaXterm, LogMeIn to troubleshoot and resolve hardware and software issues
- Updating documentation of detailed problem resolution actions in Salesforce
- Closing 10+ tickets daily while creating new tickets from inbound calls using Zoom Contact Center

Best Buy	Canton, GA
<b>Geek Squad Consultation and Repair Agent</b>	Sep 2024 - May 2025

- Awarded MVP contributing to both hardware and software repairs to save our customers valuable time
- Award-winning productivity across Best Buy locations in my region performing repairs over the counter
- Generating a team-high revenue per hour for the store using proprietary inventory and repair software
- Providing positive, timely service to customers during the check-in and checkout process

Dell (Contract), Lenovo (Contract)	Atlanta, GA
<b>Computer Repair Field Technician</b>	Jul 2024 - Oct 2024

- Certified Dell and Lenovo service provider as an onsite repair technician using my own tools
- Providing excellent customer service during all points of the customer experience and contacting by phone
- Providing timely and accurate hardware replacements including updating BIOS and drivers in Vantage/SA
- Handling the picking up and returning of parts for service from FedEx

University of North Georgia	Dahlonega, GA
<b>Machine Learning Research Assistant</b>	May 2023 - Aug 2023

- Generated novel and useful data using Linux virtual machines, Python, JupyterLab, and supercomputers.
- Implemented and compared machine learning models on clean data documenting key metrics in Excel.
- Coordinated and engaged in meetings three times a week with a co-researcher and professor to align on project milestones and contributions, streamlining research processes.
- Enhanced project outcomes and productivity through collaborative team solutions and shared expertise.

## EDUCATION

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University of North Georgia		Dahlonega, GA
<b>BS Computer Science</b>	<b>GPA: 3.92/4.0</b>	<b>December 2023</b>
Summa Cum Laude		

## CERTIFICATIONS

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- Apple Certified Repair Technician
  - Dell Certified Repair Technician
  - Lenovo Certified Repair Technician
  - Preparing for Google Cloud Certification: Machine Learning Engineer