

Education

University of California - Irvine
Bachelor's, Computer Science

September 2019 - March 2024

Certifications and Training

CompTIA A+ (In Progress)

Professional Experience

Small MSP

Irvine, CA, USA

Technical Support Engineer

December 2024 - May 2025

- Provided Tier 1–2 support for business-critical systems, resolving 15+ tickets and 10+ calls daily, contributing to 100% CSAT scores.
- Delivered technical assistance for software such as Microsoft Office, Google Workspace, Adobe Creative Cloud, QuickBooks, and more.
- Installed and maintained on-site equipment such as personal computers, printers, wireless access points, and security systems.
- Frequently audited internal documentation to improve team knowledge sharing and operational consistency
- Routinely lifted and transported by car 60 lb of delicate computer equipment independently.
- Scheduled tickets on the engineer's task board and dispatched technicians to various clients across the Los Angeles, Riverside, and Orange County areas.

Best Buy

Los Angeles, CA, USA

Geek Squad Consultation Agent

September 2024 - December 2024

- Translated complex problems into simple solutions for non-technical customers, ensuring satisfaction and understanding.
- Delivered friendly and efficient customer service including the setup and repair of a wide range of technical issues.
- Independently carried 40–50 lb of merchandise with care to the warehouse for staging.

Real Estate Company

Irvine, CA, USA

Full Stack Developer Intern

July 2024 - August 2024

- Collaborated with the internal team to improve property management tools and streamline user workflows.
- Solicited user feedback delivered quality enhancements for the internal Property Management System and the client facing website.
- Attended monthly knowledge transfers meetings and presented on the framework for our websites' codebase using non-technical language.

Skills

Skills: Microsoft Office, Google Suite, ConnectWise CRM, ConnectWise PSA, DialPad, RingCentral, Avanan, ThreatLocker, Datto RMM, IT Glue, Scripting Languages, MacOS, Windows, Network Systems, Adobe Creative Suite, Onboarding and Offboarding, Printer Configuration, Slack, SonicWall, Switches Routing, Desktop Repair, Meraki, Structured Cabling, Power Tools, Hand Tools, Ladder Safety, Onsite Service, Microsoft 365, 24/7 Support, Troubleshooting, Documentation Audit, Written and Verbal Communication