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| EDUCATION | Marquette University, Milwaukee, WI  Bachelor of Science Degree, Information Technology  September 2013 to May 2015  Gateway Technical College, Kenosha, WI  Associate Degree, IT Computer Support Specialist  September 2011to May 2013 |
| RELEVANT EXPERIENCE | IT Help Desk Specialist, Marquette University  January 2014 to present  Provided local and remote desktop support across campus  Provided support for Windows, Macintosh, and Linux computers  Provided support for Microsoft and Adobe software products  Analyzed and repaired network problems  Computer Technician (part-time), Meridian Music Stores, Milwaukee  September 2011 to December 2013  Installed new hardware  Installed, updated, and upgraded application software  Installed, updated, and upgraded antivirus and antimalware software  Updated device drivers for computer peripherals |
| CERTIFICATIONS | Microsoft Certified IT Professional (MCITP)  Microsoft Certified Desktop Support Technician (MCDST)  Microsoft Office Specialist (MOS) in Word, Excel, Access, and Outlook  Apple Certified Desktop Technician (ACDT) |