

Paisley Carson

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SUMMARY

Computer Science graduate with hands on experience supporting server and workstation **hardware** across supervised lab, capstone, and course projects. Diagnosed **motherboard**, memory, storage, peripheral, driver, operating system, and application issues through structured isolation and documented evidence. Built Python and PowerShell automation for inventory checks, log collection, service validation, system information capture, and diagnostic bundles across Windows and Linux environments. Explained **computer architecture** clearly during **technical demonstrations** and peer mentoring sessions, helping varied audiences follow practical troubleshooting steps. Organized issue records with symptoms, reproduction steps, observations, and resolution notes for faculty review. Prepared to contribute clear technical insight, dependable customer support, product learning, and collaborative problem resolution within an application engineering team.

EDUCATION

Bachelor's Degree in Computer Science
California State University, Sacramento GPA: 0
Coursework: Computer Architecture, Operating Systems, Computer Networks, Software Development

2026
Sacramento, CA

TECHNICAL SKILLS

- **Server Systems:** Windows Server, Linux servers, server configuration
- **Workstation Support:** Desktop workstations, PC peripherals, end user systems
- **Hardware Diagnostics:** Motherboards, memory testing, storage diagnostics
- **Operating Systems:** Windows, Linux, operating system logs
- **Scripting Languages:** Python, PowerShell, shell scripting
- **Automation Tools:** Diagnostic bundles, inventory checks, service checks
- **Computer Architecture:** CPU architecture, motherboard components, memory systems
- **Troubleshooting Methods:** Fault isolation, symptom analysis, reproduction steps
- **Technical Documentation:** Issue records, test evidence, resolution notes
- **Presentation Tools:** Technical demonstrations, product presentations, customer briefings

SKILLS

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|------------------|-------------------------|----------------------------|----------------------------|
| • Server support | • Computer architecture | • PowerShell | • Technical demonstrations |
| • Workstations | • Windows | • Automation scripting | • Customer communication |
| • Motherboards | • Linux | • Hardware diagnostics | • Product presentations |
| • PC peripherals | • Python | • Software troubleshooting | |

EXPERIENCE

Application Engineering Lab Assistant
University Systems Lab

January 2026 - September 2026
Sacramento, CA

Supported supervised server and workstation lab operations for hardware, operating system, networking, and diagnostic exercises. Guided students, documented issues, and built **automation** that improved repeatability across **Windows** and Linux validation tasks.

- Maintained server and workstation systems for supervised hardware, operating system, and networking exercises.
- Diagnosed boot, memory, storage, peripheral, driver, and operating system faults using structured isolation.
- Built **PowerShell** and **Python** scripts for inventory checks, log collection, and validation tasks.
- Guided students through **motherboard** diagnostics, connecting component behavior with **computer architecture** concepts.
- Prepared issue records with symptoms, reproduction steps, observations, and resolution notes for faculty review.
- Demonstrated server configuration and diagnostic workflows for groups with varied technical backgrounds.

Server Support Automation Developer
Capstone Project

August 2025 - May 2026
Sacramento, CA

Developed a supervised support toolkit for a mixed Windows and Linux server environment. Converted recurring diagnostic steps into scripts, decision guides, and **demonstrations** that made system review more consistent and easier to repeat.

- Designed a support toolkit for a small mixed Windows and **Linux** server environment.
- Implemented scripts for system information, service checks, storage status, and diagnostic bundles.
- Tested automation across virtual machines and lab hardware, documenting outputs and failure conditions.
- Created a troubleshooting guide linking symptoms with hardware, operating system, and application checks.

- Presented a live technical demonstration, answering architecture and deployment questions from evaluators.
- Applied evaluator feedback by refining scripts, documentation, and repeatable setup instructions.

Computer Architecture and Server Diagnostics Project

January 2025 - May 2025

Course Project

Sacramento, CA

Completed supervised architecture and diagnostics work covering workstation components, server systems, Windows, Linux, peripherals, and evidence based fault analysis. Presented findings through a product support simulation for classmates and faculty.

- Assembled workstation and server component configurations for **computer architecture** coursework.
- Tested memory, storage, CPU, **motherboard**, and peripheral behavior with diagnostic utilities.
- Compared Windows and Linux hardware enumeration during controlled fault scenarios.
- Wrote Python utilities that parsed diagnostic output and organized test evidence.
- Produced technical notes linking observed symptoms with likely hardware or **software** layers.
- Presented findings to classmates and faculty through a structured product support simulation.

PROJECTS

Mixed Environment Diagnostic Toolkit 📅 May 2026

Created a practical support toolkit for Windows and Linux servers, using scripts, service checks, storage review, and diagnostic bundles. Project reflects a belief that clear evidence helps people solve technical problems with confidence.

Computer Systems Fault Analysis 📅 May 2025

Examined hardware and operating system behavior across workstations and servers, then translated findings into accessible support notes. Project connected careful technical work with a purpose of making systems easier for people to use.

LEADERSHIP & AWARDS

- Dean's List, 2025, recognized for strong academic performance.
- Senior Capstone Showcase Recognition, 2026, honored clear technical presentation and practical automation work.
- Peer Mentor, University Computing Lab, 2025 to 2026, guided students through diagnostic exercises.

CERTIFICATIONS

- Google IT Support Professional Certificate 📅 2025
- Microsoft Learn Windows and PowerShell Learning Paths 📅 2026

PROFESSIONAL AFFILIATIONS

- University Computing Lab, Peer Mentor, 2025 to 2026.
- Student Technology Support Group, Member, 2025 to 2026.

LANGUAGES

- English (Native) • Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST