

Bryson Garza

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SUMMARY

Aspiring Information Technology professional with two years of experience in technical support and systems management. Eager to contribute expertise honed through hands-on engagements in troubleshooting hardware, software, and network issues. Strong communicator who thrives in collaborative environments, serving as a vital liaison between team members and users. Recognized for documenting user interactions meticulously and creating protocols that streamline support processes. Passionate about ensuring optimal functionality of information systems, this journey combines knowledge of Microsoft Products with organizational skills supporting a detail-oriented approach to managing diverse tech needs.

EDUCATION

Bachelor's Degree in Information Technology

University of Massachusetts GPA: 3.5

2026

Amherst, MA

Coursework: Network Security, Database Management, Systems Analysis, Web Development

TECHNICAL SKILLS

- **Operating Systems:** Windows 11, Linux, MacOS
- **Networking Technologies:** TCP/IP, LAN/WAN, DHCP
- **Support Tools:** Help Desk Software, Ticketing System, Remote Desktop Applications
- **Development Environments:** Visual Studio, SQL Server, Git
- **Project Management Tools:** JIRA, Trello, Asana
- **Virtual Collaboration:** Zoom, Microsoft Teams, Google Meet
- **Security Protocols:** Firewall Implementation, VPN Setup, Antivirus Software
- **Cloud Platforms:** Azure, AWS, Google Cloud
- **Documentation Tools:** Microsoft Word, Notion, Confluence
- **Data Management:** SQL, Excel, Data Warehousing

SKILLS

- Troubleshooting
- Microsoft Windows 11
- Technical Support
- Active Directory
- Help Desk Management
- LAN Monitoring
- Customer Service
- Documentation Creation
- Hardware Support
- Software Configuration
- Networking Principles
- Collaboration Tools
- Communication Skills
- Organizational Skills
- Process Improvement
- User Training

EXPERIENCE

IT Help Desk Associate

TechStar Innovations

June 2024 - Present

Cambridge, MA

In current role, deliver first-level support while refining strategic IT operations every day. Contribute to user satisfaction by collaborating effectively with cross-functional teams to resolve technical issues promptly.

- Assist over 200 users daily with hardware and software troubleshooting, enhancing operational efficiency.
- Document user interactions systematically within the help desk ticketing system for accurate issue tracking.
- Aid in maintenance of IT infrastructure, focusing on network monitoring and systematic support.
- Engage in continuous learning initiatives, actively developing new processes improving service delivery.

IT Support Intern

Cloud Solutions Inc.

September 2023 - May 2024

Worcester, MA

Supported diverse clients, troubleshooting issues efficiently and ensuring optimal system performance across departments. Developed documentation promoting internal knowledge sharing.

- Engaged with users effectively, diagnosing IT-related challenges to achieve timely resolutions.
- Drafted detailed technical processes, boosting team capabilities in handling similar future issues.
- Assisted in configuring and setting up new systems and ensuring readiness for operational needs.
- Collaborated with senior staff, leveraging advice gained to enhance personal growth and technical knowledge.

LEADERSHIP & AWARDS

- Recognized as Employee of the Month at TechStar Innovations for outstanding customer service.
- Awarded Best Internship Performance at Cloud Solutions Inc. for exceptional multitasking abilities.

CERTIFICATIONS

- CompTIA A+ Certification 📅 2024
- Microsoft Certified: Azure Fundamentals 📅 2025

PROFESSIONAL AFFILIATIONS

- Member of University IT Club, participating in workshops that focus on emerging technology trends.
- Volunteered for local non-profits providing tech support for fundraising events.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST