

Theodore Guzman

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SUMMARY

Energetic technology enthusiast eager to leverage hands-on skills in IT operations. Proficient in hardware maintenance, software management, and effective teamwork. Committed to maintaining high operational standards while supporting device preparations for educational settings. Proven experience includes collaborating with tech teams, ensuring quality deployments, and troubleshooting challenges efficiently. Motivated by opportunities that present growth and learning, demonstrating strong attention to detail and a passion for technology daily. Engaging actively with teams fosters a collaborative environment that drives successful project completions.

EDUCATION

Associate of Applied Science in Information Technology

Springfield Community College GPA: 3.8

2024

Springfield, IL

Coursework: Networking, Hardware Maintenance, Software Development, Database Management

TECHNICAL SKILLS

- Computer Skills:** Windows, macOS, Linux
- Project Management Tools:** Trello, Asana, JIRA
- Hardware Tools:** Screwdrivers, Multimeters, Testers
- Software Applications:** Office Suite, Imaging Software, Device Management Tools
- Networking Protocols:** TCP/IP, DHCP, DNS
- Database Knowledge:** MySQL, MongoDB, Oracle
- Cloud Services:** AWS, Microsoft Azure, Google Cloud
- Virtualization Technologies:** VMware, Hyper-V, VirtualBox
- Web Development:** HTML, CSS, JavaScript
- Operating Systems:** Windows Server, Linux Distributions, UNIX

SKILLS

- Hardware Maintenance
- Software Deployment
- Technical Support
- Organizational Skills
- Team Collaboration
- Troubleshooting
- Data Management
- Equipment Handling
- Safety Protocol Adherence
- Workspace Organization
- Device Testing
- Communication Skills
- Inventory Management
- Problem-Solving
- User Training
- Documentation Management

EXPERIENCE

Tech Support Specialist

Advanced Tech Solutions

May 2025 - Present

Aurora, IL

Provide essential tech support across various departments while managing hardware lifecycles. Collaborate closely with IT teams to streamline equipment deployment strategies and enhance user experiences. Continually address and resolve software issues while adhering to safety protocols and organizational policies.

- Collaborate with cross-functional teams ensuring smooth and timely equipment deployments.
- Provide responsive troubleshooting for diverse software-related issues for end users.
- Maintain clear documentation supporting compliance with organizational procedures and protocols.
- Foster a culture of reliability through frequent team interactions and feedback sessions.

IT Intern

Tech Innovators Group

June 2024 - April 2025

Naperville, IL

Supported the IT department in preparing devices prior to their allocation to educational institutions. Conducted organization-wide inventory processes that ensured availability and readiness of necessary tech tools. Emphasized workspace tidiness and safety adherence during each operational phase.

- Executed cleaning and preparation tasks critical for classroom-ready technology.
- Performed regular inventory assessments on hardware and software components.
- Helped maintain a structured work environment in alignment with safety regulations.
- Developed familiarity with inventory management systems improving task efficiency.

LEADERSHIP & AWARDS

- Recognized as 'Employee of the Month' for outstanding collaboration and support in 2026.
- Contributed to an initiative reducing equipment downtime through proactive maintenance.

CERTIFICATIONS

- CompTIA A+ Certification 📅 2025
- ITIL Foundation Certification 📅 2026

PROFESSIONAL AFFILIATIONS

- Active member of the Technology Enthusiasts Club at Springfield Community College.
- Volunteered for local non-profits deploying technology workshops for youth education.

LANGUAGES

- English (Native) • Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST