

Professional Summary: Recent Computer Science graduate with hands-on experience in IT operations, hardware/software troubleshooting, and AV system support. Skilled at resolving technical issues under pressure, supporting end users, and leading cross-functional teams. Eager to contribute to a fast-paced IT or support role.

Employment History

IT Support Specialist • Teaneck Cinemas • Teaneck, NJ • 2019 - Present

- Spearheaded day-to-day IT and operations for a 500+ seat movie theater, ensuring seamless guest experiences and minimal system downtime.
- Designed dynamic employee schedules and film lineups, balancing labor budgets with ticket demand and customer flow.
- Led onboarding and training of new staff on system tools and operational procedures, improving productivity and reducing errors.
- Diagnosed and resolved software, networking, and hardware issues involving RTS and GDC proprietary systems to avoid revenue disruption.
- Managed vendor relationships and oversaw inventory systems, optimizing stock levels and saving costs through proactive ordering.
- Directed high-traffic event operations, successfully managing patron flow and coordinating AV systems for special screenings.

Field Technician – Event Operations • Asphalt Hoops • Based in Teaneck, NJ • 2021 - Present

- Provided hands-on technical setup, calibration, and maintenance for laptops, POS systems, routers, PA systems, digital scoreboards, and monitors at regional sports tournaments
- Trained referees and operators to handle basic system issues independently, reducing support calls by 40%
- Delivered on-site and remote IT and AV support, resolving real-time hardware or connection failures with minimal game delay.
- Introduced standardized tech setup protocols that reduced average setup time by 25%.
- Partnered with event managers to enhance system reliability across multiple venues and contributed to consistently smooth tournament execution.

Education: Bachelor of Science in Computer Science September 2022 - January 2025

Montclair State University Montclair, NJ

Associate of Science in Liberal Arts and Science September 2019 - May 2022

Bergen Community College Paramus, NJ

Certifications: CompTIA A+ (In Progress)

Skills: IT Support/Troubleshooting and Operations: Technical Support, Hardware & Software Troubleshooting, Remote Support Tools, POS Systems, Ticketing Systems (Familiar), Documentation & Reporting, IT Asset Management, Inventory Management

Systems & Networking: Operating Systems (Windows, macOS), Command Line, Active Directory, Basic Networking (IP, DNS, DHCP), Cybersecurity Awareness

Programming & Tools: Python, HTML, SQL, Microsoft Excel, Google Workspace, SaaS Configuration and Management

Professional Skills: Customer Service, Time Management, Leadership, Operations Management, Payroll Processing