Ryley Adams

San Francisco, CA | (555) 789-1234 | r.adams@email.com | LinkedIn | Portfolio

- **Tech-savvy IT support assistant with strong troubleshooting skills**
- **Detail-oriented IT support assistant with experience in hardware and software troubleshooting, system maintenance, and customer support.**

Professional Experience

IT Support Intern
Tech Solutions Inc. | June 2023 - Present

- Assist **50+ employees** with troubleshooting hardware and software issues
- Installed and updated company software, reducing downtime by **30%**

Computer Lab Assistant
Community College | September 2022 - May 2023

- Provided technical assistance to students, ensuring **100% uptime** of lab equipment
- Managed lab inventory and conducted routine maintenance checks

Key Skills

- Help desk and troubleshooting
- Windows and macOS support
- Network configuration and security
- Software installation and updates

Education

Candidate: Associate Degree in Information Technology   May 2025
San Francisco Community College

Certifications

CompTIA A+ April 2023