Layla Scott

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Tech-savvy problem solver launching an IT support career

After years of tech troubleshooting at home and in volunteer roles, completed formal IT training to start a new chapter in support services. Passionate about solving problems and helping users.

Key Skills

- Help desk ticketing systems
- Hardware setup
- Software troubleshooting
- System updates
- Windows and macOS

Professional Experience

September 2022 - Present

Volunteer Tech Assistant
Franklin Charter School, Philadelphia, PA

- Set up laptops and projectors for classrooms and events
- Troubleshot login issues and Wi-Fi connectivity problems
- Created how-to documents for common tech issues

Education

Google IT Support Professional Certificate
Coursera | 2023

Bachelor of Arts in Psychology
Temple University | 2010