

LINDSEY CALDWELL



COMPUTER TECHNICIAN

Phone: (210) 882-3359
Mail: lindsey.caldwell89@gmail.com

Address: United States, San Antonio, TX

Recent graduate with hands-on training in computer systems installation, maintenance, and troubleshooting. Passionate about providing tech support that improves productivity and reduces downtime.

EXPERIENCE

June 2023 - Now	Bexar County Public Library / San Antonio, TX
IT Intern	<ul style="list-style-type: none">Assist senior IT staff in setting up desktop systems and user profiles for public access.Troubleshoot minor hardware issues including printers, peripherals, and internal hardware.Maintain a ticketing log to document and report all resolved and unresolved issues.

EDUCATION

Associate of Applied Science in Information Technology	St. Philip's College / Graduated: May 2023
	<ul style="list-style-type: none">GPA: 3.7/4.0Relevant Courses: Computer Hardware Fundamentals, Windows Administration, Networking Basics

Certifications	<ul style="list-style-type: none">Microsoft Certified: Windows Client Fundamentals — Microsoft, Earned: September 2023CompTIA A+ — CompTIA, Earned: July 2023
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SKILLS

Windows 10/11 support	Expert	PC assembly and component replacement	Expert
Ticketing systems (Spiceworks, Jira)	Expert	Antivirus software configuration	Expert
Cable management and basic network setup	Expert	Excellent verbal and written communication	Expert

PROJECTS

- Built and configured five custom desktops for college lab as part of final capstone project.
- Automated basic troubleshooting tasks using PowerShell scripts.