

Computer Repair Technician

Angela Reese

Professional summary

Detail-oriented PC Repair Technician with experience diagnosing and repairing hardware, upgrading systems, and supporting home and business users. Known for fast turnarounds and customer satisfaction.

Experience

Owner / Technician

March 2016 - Now
ReeseTech Repairs / Cincinnati, OH

- Repair desktops, laptops, and gaming rigs for over 1,200 clients annually.
- Perform virus removal, SSD upgrades, data recovery, and thermal repasting.
- Consult clients on cost-effective upgrade options and preventative maintenance.
- Manage business operations including invoices, parts ordering, and CRM tracking.

On-Site Repair Technician

February 2013 - February 2016
Micro Center / Sharonville, OH

- Diagnosed and fixed hardware/software issues in-store and at customer homes.
- Installed operating systems and performed driver updates for compatibility.
- Trained junior staff on diagnostic protocols and safe handling procedures.

Volunteering

IT Support Volunteer

January 2015 - Now
Tech for All, Cincinnati, OH




- Provide free tech support to local non-profits, helping them maintain and upgrade their computer systems.
- Troubleshoot and resolve issues related to software, networking, and hardware.
- Conduct workshops on basic computer maintenance and digital security for underprivileged communities.

Extracurricular Activities


Member

September 2013 - Now
National Society of Black Engineers

- Participate in workshops and seminars focused on technology and innovation.
- Network with professionals in the tech industry to stay updated on new trends.
- Volunteer at local STEM events, encouraging students to explore IT.

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Links

 portfolio: angelareeseit.com

Education






Certificate in Computer Hardware & Electronics

Cincinnati State Technical & Community College
Graduated: May 2012

Certifications

- Apple Certified Mac Technician (ACMT) — Apple, Earned: November 2022
- CompTIA A+ — CompTIA, Earned: April 2021

Skills

Desktop & laptop disassembly and repair	
Hard drive cloning and data recovery	
BIOS/UEFI firmware flashing	
Virus/malware removal	
MacOS & Windows dual-boot configurations	
Excellent customer service and consultation	