

Ty Straub

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Best Buy Geek Squad

May 2021 – Present

Advanced Repair Agent (2022 - Present)

- Utilize a bootable environment to repair corrupt Windows installations and compromised devices.
- Test, install, and replace hardware in consumer computers and mobile devices.
- Install and configure licensed software, including Microsoft Office, Adobe Software, antivirus solutions, backup utilities, and virtual machine tools.
- Employ imaging software to restore computers to factory settings.

Consultation Agent (May 2021 - 2022)

- Built client relationships and sold tech support solutions.
- Performed quick repairs and IT support within 20-minute appointments and discussed further repair solutions and created support tickets for longer repairs.
- Taught technology to clients during long personalized trainings.
- Assisted clients with password resets and other administrative tasks on their home computers or other devices.
- Created, managed, and updated notes in the proprietary NOVA ticketing system.

Carlisle Sports Emporium

October 2019 – July 2021

Shift Lead and Maintenance

- Applied troubleshooting skills to arcade machines by navigating various sources of technical documentation.
- Managed staff on the go-kart track and helped promote a safe working environment.
- Performed standard and routine maintenance on the go-karts. This includes replacing flat tires and changing oil regularly.

West Perry High School

September 2019 – June 2020

Student Tech Support Intern

- Performed various hardware repairs on school-issued laptops.
- Applied recovery tools to factory reset devices with corrupt operating systems.
- Utilized a ticket creation system to keep repair records and organize work.

References are available by request.

Education

West Perry High School

Diploma 2021

Harrisburg University

AP Programming
CompTIA IT F+ Course

Penn State University

World Campus

2022 - 2023

Shippensburg University

2023 - current

Software Engineering, B.S.

Apple Certifications

Certified on iPhones 6-14

Online Certifications

Actively pursuing

CompTIA A+

Goals

CompTIA Network+

CompTIA Security+

CompTIA Linux+

Technical Skills

Computer hardware
troubleshooting

Operating system repairs and
maintenance

Programming in: HTML, CSS,
JavaScript, Java, Python, and
C++

Strong helpdesk and one on
one customer service
experience

Microsoft Office | Teams