

## Tiffany Moore

Austin, TX (737) 346-8057 snoopybrown@gmail.com linkedin.com/in/tmooreit

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**SUMMARY** Hard-working, energetic, and detail-oriented IT professional with 4 years of experience. Skilled in troubleshooting, system maintenance, and customer support, with a strong foundation in hardware, software, and network administration. Adept at problem-solving, learning new technologies quickly, and collaborating with teams.

**EDUCATION** Seattle University - Bachelors, Criminal Justice 1998  
Virginia Tech - Masters, Urban Design & Planning 2013

### COMPUTER EDUCATION

|                                        |                     |
|----------------------------------------|---------------------|
| Per Scholas Academy-Security Analyst   | Aug 2024 - Nov 2024 |
| Per Scholas Academy-Networking Analyst | Feb 2023 - May 2023 |
| Tech Bridge Academy-Cloud Practitioner | May 2022 - Jul 2022 |
| Per Scholas Academy-IT Support         | Feb 2021 - May 2021 |

### CERTIFICATIONS

- CompTia Security+ (COMP001021829157)
- IBM Cyber Security Fundamentals
- Google Project Management Certification
- Google IT Professional Cisco Packet Tracer
- CompTiaA+ (COMP001021829157)
- Microsoft Azure Fundamentals (ID 991787606)
- TABC Certification

### EXPERIENCE

A+ Staffing, Austin TX 4 Oct 2024 – Present

#### **Event Staff/ Brand Ambassador**

- Ensure event setup met brand standards by following guidelines for displays, promotional materials, and booth arrangements. Monitored guest interactions promptly addressing any discrepancies or errors.
- Engage with attendees and shoppers in a friendly and professional manner, answering questions and providing product or event information. Achieved 3rd top seller in Austin, Texas for Nature's Fynd yogurt campaign.
- Effectively communicate key brand messages and event details to attendees. Coordinate with event organizers and team members to ensure seamless execution of activities.

Form10 Group - Houston, TX

Jul 2024 - Sep 2024

**IT Field Technician**

- State of Texas, Department of Public Service, installation of new cameras, fingerprint and signature peripherals for desktop stations and laptops in offices located in Houston, Dallas and Austin.

DXC Technology- Houston, TX

Jul 2022 - Jan 2024

**IT Depot Technician**

- Test, install, laptop operating system application software for configuration management procedures
- Perform evaluation, update system BIOS, and install image configuration on devices.
- Utilized *Uptime* to process user assets

CSAT Solutions - Houston, TX

Apr 2022 - Jul 2022

**Apple Repair Technician**

- Diagnosed, and repaired laptops 16" MacBook Pro 2019 & 13" MacBook Pro 2020 4TBT3

Food & VineTime - Houston, TX

Nov 2022 - Nov 2023

**Event Staff**

- Ensure event setup met brand standards by following guidelines for displays, promotional materials, and booth arrangements.
- Engage with attendees and shoppers in a friendly and professional manner, answering questions and providing product or event information.

PODS, FL

Oct 2021 - Dec 2021

**IT Technician**

- Installed, and set up desktop computers, printers and peripherals:
- 15% call-center employees returned to office post Covid- pandemic.
- 35% workforce returning to office, post pandemic,
- 96% of senior management returning to office.

**TECHNICAL  
EXPERIENCE**

- Operating Systems: Windows, iOS, macOS
- Security Tools: Wireshark, Nessus
- Software: Microsoft Office Suite
- Cloud Platforms: Microsoft Azure, Uptime
- Computer Languages: Basic Python, Linux