

### Endorsements

“Darrin is my all time favorite Student Worker. I took my class to the computer lab and he was able to quickly trouble shoot all of the problems they had, right on the spot!”  
(English Teacher, San Juan College)

“I had many people try to solve my computer problems, but they did not get resolved until Darrin came onto the scene. He asked me questions no one ever asked before and within four days my computer was up and running. I have not had any problems since. Thank you Best Buy and Darrin”  
(Customer, Best Buy)

“I appreciated Darrin’s patience as he helped me to understand all of the ins and outs of Facebook. Now I can talk to my Grandkids on a daily basis instead of once a month.”  
(Senior Citizen, Farmington Library)

### Profile

- A Student Worker for three semesters in San Juan College’s IT department; worked the help desk and in configuring new computers for college classrooms
- Over six years of experience in providing outstanding customer service for people of all ages, backgrounds and computer knowledge
- Consistently earned high grades in nine college computer classes

### Skilled In

- C++, Java & HTML Programming
- Microsoft Office Package
- Computer troubleshooting
- Customer Service

### Education

San Juan College, Farmington, NM Graduated May 2011 – GPA 3.8  
AS Degree in Computer Sciences with a Web Programming Certificate

### Experience

#### Student Worker, IT Department

San Juan College, Farmington, NM-three college semesters, 1/10 - 5/11

- Worked help desk solving problems via phone and email for administration, faculty, profession, support staff and students of a large college campus
- Networked classrooms with 30 computers, configuring, setup passwords and created inventory lists
- Worked one-on-one with college students in computer lab solving computer hardware, software and user errors

#### Counter Intelligence Agent/Geek Squad

Best Buy, Farmington, NM, 6/07 – 12/09

- A+ certification received after only 40 days of employment
- Diagnosed operating problems; recommended solutions
- Upgraded and installed software and hardware
- Repaired customer units and coached customers on proper and optimal use and care of purchases
- Company bonus awarded for the three thank you notes sent to management from satisfied customers

#### Seasonal Computer Salesman

Sears, Farmington, NM, 11/06 – 1/07

- Sold computer components and systems for the holiday season
- Solved computer issues for customers and made recommendations
- Processed sales and arranged for computer repair

### Volunteer Work and Extra Activities

- Volunteered at Farmington Library assisting senior citizens with setting up Facebook and doing research on the computer
- Built home computer from scratch
- Fixed family and friends computers