

Jeremy McIntire

IT SUPPORT / HELP DESK TECHNICIAN (ENTRY-LEVEL)

ABOUT ME

I am a Computer Science and Engineering student at the University of Nevada, Reno with hands-on experience in IT support, troubleshooting, and system maintenance. Skilled in diagnosing hardware and software issues, assisting end users, and supporting IT infrastructure. Seeking an entry-level IT role where I can apply technical skills and continue developing in systems support and networking.

TECHNICAL SKILLS

- IT Help Desk & Technical Support
 - Hardware & Software Troubleshooting
 - PC Assembly, Repair, and Maintenance
 - Windows OS & Basic System Administration
 - Picketing Systems & Issue Tracking
 - Customer Support in Technical Environments
-

EXPERIENCE

Lyon County School District — IT Student Helper

May 2023 – June 2025

- Provided frontline IT support to staff and faculty, resolving hardware and software issues
- Diagnosed and repaired malfunctioning computers, improving system uptime
- Assisted with helpdesk ticket management and issue resolution workflows
- Supported IT staff with server organization and basic infrastructure tasks
- Delivered technical assistance to non-technical users in a clear, effective manner

Grocery Outlet — Merchandiser

June 2024 – November 2024

- Strengthened problem-solving skills in a fast-paced environment
- Maintained organization and efficiency in inventory systems
- Assisted customers with product inquiries, reinforcing communication skills relevant to IT support roles

Lowe's — Customer Service Associate

February 2025 – June 2025 | October 2025 – February 2026

- Provided customer support while troubleshooting product-related issues
 - Operated equipment and handled technical tasks requiring attention to safety and detail
 - Applied critical thinking to resolve customer concerns efficiently
 - Built strong communication skills applicable to IT help desk environments
-

EDUCATION & CERTIFICATIONS

- University of Nevada, Reno — Computer Science & Engineering (In Progress)
- High School Diploma — Dayton High School
- OSHA 10-Hour Certification
- Forklift Certification

PROJECTS/RELEVANT EXPERIENCE

- Built and configured personal computers (hardware installation, OS setup)
 - Practiced troubleshooting common PC issues (boot errors, hardware failures, software conflicts)
 - Familiar with basic networking concepts (IP addressing, routers, connectivity issues)
-