

# Elijah Duran

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Technical Support Specialist | 651-206-0209 | elijahduran74@gmail.com | [www.linkedin.com/in/elijahduran11/](http://www.linkedin.com/in/elijahduran11/)

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## SUMMARY

Dedicated IT professional with a solid foundation in IT services, hardware, and software support. Skilled in resolving technical issues and committed to continuous growth and contributing to organizational success.

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## EXPERIENCE

### **Technical Consultant**

May 2024 - Present

Brigham Young University

- Managed and maintained over 100 computers and IT systems for optimal performance.
- Advised 100+ clients on computer maintenance, upgrades, and troubleshooting.
- Documented over 5+ common user problems, improving faster resolution time.

### **Teaching Assistant**

Brigham Young University

May 2024 - Present

- Assisted 1-3 professors every semester in preparing and managing tools for students.
- Mentored over 100+ students on IT projects, homework, and study techniques.
- Collaborated with 7+ teaching assistants in designing course modules.

### **Freelance Computer Technician**

May 2024 - Present

- Diagnosed and resolved 200+ hardware and software issues for various computer systems.
  - Repaired and replaced over 50+ faulty components for computers, laptops, and phones.
  - Resolved more than 30+ technical issues per month for students, ensuring user satisfaction.
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## EDUCATION

### **Bachelor of Science in Information Technology**

2023 - 2026

Brigham Young University - Hawaii, Laie

- Proficient in applying technical concepts in software, networking, cloud computing, cybersecurity, and system administration.
  - Gaining hands-on experience with various IT tools and technologies through academic projects and coursework.
  - Actively engaging in research and staying current with emerging technologies in the IT field.
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## SKILLS

- Proficient in different OS (Microsoft, Linux, and IOS)
  - Experienced in utilizing Azure and AWS Services for cloud infrastructure
  - Proficient in network configuration and troubleshooting
  - Strong analytical mindset with problem-solving abilities
  - Effective communicator and collaborator
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