

TYLER AREND

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PROFESSIONAL SUMMARY

Certified **IT Support Professional** with a strong foundation in hardware troubleshooting, network administration, and software development. Recently completed rigorous training through **Per Scholas**, gaining hands-on experience in the CompTIA A+ ecosystem and enterprise service management. Proven ability to resolve complex technical issues, automate tasks via scripting, and provide exceptional customer service in fast-paced environments.

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, macOS, Linux (Ubuntu/Debian), ChromeOS.
- **Hardware:** PC/Laptop assembly & upgrades, Peripheral troubleshooting, Printer maintenance, Mobile devices.
- **Networking:** IPv4 Addressing, DNS/DHCP, Wireless configuration, VPN, RDP.
- **Service Management:** ServiceNow (Ticketing, Escalation, Knowledge Base), Microsoft Azure.
- **Security:** Multi-Factor Authentication (MFA), NTFS Permissions, Microsoft Defender, Firewall configuration.
- **Software & Tools:** Microsoft 365 Admin, Google Workspace, PowerShell, Command Line, MMC, Event Viewer.
- **Web Development:** HTML, CSS, JavaScript, Responsive Design, Web Accessibility.

CERTIFICATIONS

- **CompTIA A+ (Core 1 & Core 2)** | 2026
- **Google IT Support Professional Certificate** | 2026
- **Google AI Professional Certificate** | 2026

EXPERIENCE

Easterseals Redwood | Neurodiversity Employment Initiative Intern | June 2026 – August 2026

- Assist implementation of Mission Ready program using gamified learning for neurodiverse young adults.
- Support career planning: assessments, reporting, personalized career path documentation.
- Facilitate job search training including mock interviews, resume writing, and LinkedIn optimization.
- Identify training opportunities and coordinate enrollment in certification courses and funding support.

TECHNICAL PROJECTS

IT Support Simulation & Ticketing | Per Scholas

- Managed end-to-end ticket lifecycles using **ServiceNow**, focusing on prioritization, detailed resolution notes, and user communication.
- Configured virtual environments to practice host-level security, including firewall rules and least-privilege access models.
- Utilized **PowerShell** to automate repetitive tasks such as drive mapping and system information gathering.

Web Performance Optimization | 100Devs

- Refactored legacy code to improve site performance and load times by 20%.
- Ensured 100% web accessibility compliance across team projects using WCAG guidelines.

EDUCATION

Per Scholas | Remote *IT Support Program* | Dec 2025 – April 2026

- Intensive technical training program covering hardware, software, networking, and cybersecurity.
- Focused on enterprise-level support workflows and troubleshooting methodologies.

100Devs | Remote *Software Development Program* | Jan 2022 – May 2023

- Collaborated in an agile environment to build responsive web applications.
- Developed strong debugging skills and version control (Git) proficiency.

University of Cincinnati | Cincinnati, OH *College Credit Plus (CCP) Program* | Jan 2021 – May 2021

- Relevant Coursework: Database Management 1, Fundamentals of IT, Fundamentals of Web Development.

Oak Hills High School | Cincinnati, OH *High School Diploma* | May 2021

- Awarded "Academic O" (2019–2021) for academic excellence.