COLTON BARRAZA

Incline Village, NV • (775) 548-6076 • coltonbarraza@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented and adaptable IT-focused business student with strong analytical skills and hands-on experience in troubleshooting, customer support, system navigation, and problem resolution. Experienced in fast-paced environments requiring technical accuracy, communication, and multitasking. Eager to contribute technical support, help desk assistance, and system administration foundations to an entry-level IT role.

TECHNICAL SKILLS

• Hardware Troubleshooting & Setup
• Software Installation & Updates
• Basic Networking (Routers, Wi-Fi, Connectivity Issues)
• Operating Systems: Windows, macOS
• Microsoft Excel (VLOOKUP, XLOOKUP, IF Statements, PivotTables)
• Google Workspace & Microsoft Office Suite
• Ticketing Systems (Basic Familiarity)
• POS System Operation
• Data Entry & Quality Control
• Cybersecurity Awareness & Safe Computing Practices

EDUCATION

University of Nevada, Reno – College of Business
Bachelor of Science in Finance (IT & Analytics coursework)
Expected Graduation: 2025

High School Diploma – 2025
Incline Village, NV

RELEVANT EXPERIENCE

Sage Leaf Restaurant – Incline Village, NV
Host / Support Staff | July 2025 – Present
• Operated reservation and POS systems, gaining hands-on experience with software navigation and technical issue resolution. ■filecite■turn1file0■
• Collaborated with management and staff to resolve workflow issues, demonstrating strong communication and user-support skills.
• Maintained organized digital waitlists and optimized table assignments using system tools.

Kokanee Bar & Grill – Incline Village, NV
Front-of-House Team Member | June 2022 – August 2022
• Handled payment systems, device troubleshooting, and customer inquiries to ensure smooth service operations. ■filecite■turn1file0■
• Identified and resolved minor technical issues with POS hardware and system freezes.
• Strengthened problem-solving and multitasking skills in a fast-paced environment.

PROJECT-BASED IT EXPERIENCE

• Completed multiple IT-related coursework tasks including spreadsheet modeling, system navigation, and data analysis assignments.
• Performed hardware setup, device configuration, and Wi-Fi troubleshooting for personal and family systems, demonstrating practical hands-on technical ability.

ADDITIONAL SKILLS

- Adaptability & Fast Learning
- Strong Communication & Professionalism
- Logical Thinking & Troubleshooting
- High Attention to Detail