Gustavo Teixeira

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Computer Science graduate with a strong foundation in IT support, hardware troubleshooting, and networking. Currently pursuing the CompTIA Network+ certification, with hands-on experience troubleshooting technical issues, working with computer hardware and Windows systems, and building practical networking skills. Bringing a hands-on approach to troubleshooting, learning new technologies, and solving technical problems.

EDUCATION

Bachelor of Science in Computer Science - University of Phoenix 2021 - 2025

Certifications

- **CompTIA Network+ — In Progress**
- **The Bits and Bytes of Computer Networking — Google** 2026
- **Technical Support Fundamentals — Google** 2026
- **Connect and Protect: Networks and Network Security — Google** 2025
- **Tools of the Trade: Linux and SQL — Google** 2025

WORK & RELEVANT EXPERIENCE

Ramp Agent **Syracuse, NY**
Unifi 10/2025 - 5/2026

- Troubleshot operational issues and communicated problems promptly to help maintain on-time operations.
- Coordinated with team members and airport personnel to ensure efficient aircraft and baggage operations.
- Operated and worked around various ground support equipment while following strict safety and operational procedures.

Warehouse Associate **Syracuse, NY**
FedEx 01/2024 - 10/2025

- Processed, sorted, and organized packages accurately in a fast-paced warehouse environment.
- Used warehouse equipment and technology to support package handling and shipment operations.
- Maintained accuracy, productivity, and attention to detail while working under time-sensitive deadlines.

TECHNICAL SKILLS

Technical: Windows, PC Hardware, Hardware Troubleshooting, Networking Fundamentals, TCP/IP, Network Troubleshooting
IT Support: Hardware: Technical Support, Troubleshooting, Documentation, Customer Service
Tools/Technology: Linux, SQL, Microsoft 365

PROJECTS

IT Help Desk & Troubleshooting Simulator 05/2026 - 10/2026

- Completed hands-on simulated help desk scenarios involving troubleshooting, diagnosing technical issues, and assisting users with common IT problems.
- Practiced documenting issues and applying structured troubleshooting techniques to resolve technical support requests

Home Network Lab - Ethernet Installation & Troubleshooting 10/2026

- Used an Ethernet cable tester and “ping” command in cmd to troubleshoot connectivity, latency, and packet loss
- Terminated and tested Cat6 Ethernet cabling using T568B wiring standards and a Leviton Keystone jack
- Connected an in-wall Ethernet run to a router and configured a wired Windows 11 connection
- Diagnosed Wi-Fi instability by comparing USB Wi-Fi and wired Ethernet performance

ADDITIONAL SKILLS

- Strong problem-solving and troubleshooting skills
- Experienced working in fast-paced, team-oriented environments
- Authorized to work in Canada — Valid Canadian Work Permit