

Baltazar Santos-Santiago

Reno, NV
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Information Systems Student | Aspiring IT Support Specialist

Motivated Information Systems student at the University of Nevada, Reno, with hands-on experience in fast-paced work environments. Skilled in troubleshooting, system usage, and problem-solving through customer support and operational roles. Strong ability to learn new technologies quickly and apply technical thinking to improve efficiency and resolve issues.

Education

- **University of Nevada, Reno** — Reno, NV
 - Bachelor of Science in Business (Information Systems Focus)
 - Expected Graduation: 2029

Experience

DIY Sales Associate & Commercial Driver (Part-time)

AutoZone — Reno, NV
Feb 2026 – Present

- Assisted customers by diagnosing issues and recommending appropriate solutions based on vehicle data
- Utilized point-of-sale (POS) systems to process transactions accurately and maintain data records
- Managed and organized inventory using store systems to ensure accurate stock levels
- Coordinated deliveries and resolved logistical issues efficiently in time-sensitive situations
- Applied problem-solving skills to troubleshoot customer concerns and improve service experience

Assistant Manager (Part-time)

Little Caesars — Reno, NV
June 2024 – July 2025

- Trained employees on POS systems, troubleshooting register issues, and company procedures
- Supervised daily operations and ensured efficient workflow across team members
- Managed financial transactions, deposits, and reporting with accuracy and attention to detail
- Resolved customer and operational issues quickly in a high-pressure environment

Skills

Technical Skills:

Basic Troubleshooting, POS Systems, Microsoft Excel & Word

IT & Analytical Skills:

Problem-Solving, Data Organization, Attention to Detail, Process Improvement

Communication:

Technical Support Mindset, Customer Service, Team Collaboration, Bilingual (English & Spanish)