KADEN DEFAZIO
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SUMMARY

Technology student with experience in IT support, hardware/software troubleshooting, and application development.

SKILLS

- **IT Support:** Windows, macOS, iOS/iPadOS, hardware diagnostics, customer support, MDM (AirWatch)
- **Development:** C#, C++, Java, HTML, CSS, JavaScript, Unity (2D/3D)

PROJECTS

Animal Adventures (Unity, C#): Maintained a modular C# codebase with 20+ scripts using event-driven systems and UI logic.
FirePower (Unity): Implemented procedural systems emphasizing performance and scalability.
Library Book Management System (C++): Built a console CRUD application using OOP, sorting, and recursion.
Personal Website Portfolio (HTML/CSS/JS): Developed a responsive website showcasing technical projects.

WORK EXPERIENCE

Technical Client Support Trainee | Edgeworth Security - Pittsburgh, PA | Oct. 2026 - Present

- Investigated and troubleshot network, security equipment, and operating system issues to identify technical problems and potential causes
- Monitored network traffic, security alerts, and event logs to identify suspicious, anomalous, and potentially security-related activity
- Utilized technical tools to investigate, analyze, and categorize events based on severity, impact, and potential risk
- Analyzed alerts and reports to identify potential security incidents, vulnerabilities, and recurring technical issues
- Documented troubleshooting steps, findings, resolutions, and actions performed in detailed technical reports and support documentation
- Collaborated with team members to identify opportunities to improve monitoring, incident response, and technical support processes
- Contributed to the development and maintenance of technical playbooks, procedures, training materials, and operational documentation

Geek Squad Advanced Repair Agent | Best Buy - Pittsburgh, PA | May 2026 - Oct. 2026

- Perform advanced diagnostics, troubleshooting, and hardware/software repairs for customer devices
- Provide technical support and repair recommendations both in-person and over the phone
- Maintain accurate documentation of customer requests, service histories, and repair activities
- Coordinate with team members to ensure timely completion of repairs and resolution of complex issues
- Deliver proactive customer follow-up to communicate repair status and exceed service expectations

Geek Squad Consultation Agent | Best Buy — Pittsburgh, PA | May 2025–May 2026

- Assisted 40+ customers daily with device diagnostics, technical troubleshooting, configuration, and service recommendations

- Led a 3-store micromarket in memberships and services through technical consultations and customer-focused support
- Collaborated with repair teams to identify technical issues and streamline service processes, contributing to a 20% reduction in repair turnaround time
- Assessed customer technology needs and recommended appropriate hardware, software, services, and troubleshooting solutions
- Escalated complex technical issues to repair teams while maintaining clear communication with customers throughout the service process

Tech Deployment Analyst (Contract) | American Eagle Outfitters — Pittsburgh, PA| May 2025–Aug 2025

- Deployed and configured 500+ iPads for enterprise use and prepared devices for Mobile Device Management (MDM) enrollment
- Performed device setup, configuration, quality checks, and troubleshooting throughout large-scale deployment operations
- Provided remote technical support to assist with device-related issues during deployment
- Maintained accurate device inventory, deployment records, and equipment tracking throughout the project
- Prepared devices to meet deployment and configuration requirements prior to distribution to end users

Apple Computing Certified Sales Expert | Best Buy — Pittsburgh, PA| Apr 2024–May 2025

- Provided technical guidance and product recommendations to 30+ customers weekly based on computing, hardware, software, and ecosystem needs
- Increased Apple computing sales by 20% through technical product demonstrations, needs analysis, and solution-based recommendations
- Assisted customers with device setup, configuration, troubleshooting, and integration across Apple products and services
- Explained technical concepts and product capabilities to customers with varying levels of technical knowledge

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EDUCATION
La Roche University — B.S. Information Technology (Expected June 2027)
Community College of Allegheny County — A.S. Multimedia Programming, Simulation, & Gaming (May 2025)