

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)
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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

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

- 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–Present

- Assisted 40+ customers daily with diagnostics, troubleshooting, and service recommendations
- Led micromarket in memberships and services across 3 stores
- Collaborated with repair teams to reduce turnaround time by 20%

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

- Deployed and configured 500+ iPads; prepared devices for MDM enrollment
- Provided remote technical support and inventory tracking

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

- Achieved 20% sales increase and provided technical support to 30+ customers weekly

Administrative Assistant | PEI Contracting, Inc. — Pittsburgh, PA | Aug 2023–Mar 2024

- Managed project tracking, billing, payroll records, and office communications

EDUCATION

La Roche University — B.S. Information Technology (Expected June 2027)

Community College of Allegheny County — A.S. Multimedia Programming, Simulation, & Gaming (May 2025)