

Michael D. Trutko

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IT Support Technician | Help Desk | Desktop Support

PROFESSIONAL SUMMARY

- Entry-level IT Support Technician with hands-on experience troubleshooting Windows and Linux systems, removing malware, repairing laptops, replacing hardware components, and building custom PCs.
- Experience diagnosing hardware issues including battery replacement, charging problems, and laptop structural repairs (bezel and hinges)
- Google Cybersecurity certified with knowledge of networking fundamentals, system security concepts, SIEM basics, and threat detection principles.
- Skilled at improving computer performance through software installation, driver updates, and system optimization.
- Strong problem-solving and communication skills with experience assisting users in resolving technical hardware and software issues.
- Passion for technology, cybersecurity, and providing reliable IT support solutions for the past 7+ years.

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, Linux, macOS
- **Hardware & Repair:** Laptop repair, battery replacement, charging issues, PC building, hardware troubleshooting
- **IT Support Tools:** Active Directory (basic), PowerShell (basic)
- **Networking & Security:** TCP/IP, DNS, MFA, encryption basics, malware removal, system security fundamentals
- **Cybersecurity Concepts:** SIEM basics, intrusion detection concepts, threat analysis fundamentals
- **Programming:** Python, Java, SQL, R, Scratch, HTML
- **Platforms & Software:** Anaconda, Eclipse, Spyder, JetBrains IDEs, Microsoft Office

CERTIFICATIONS

- Google Cybersecurity Professional Certificate -(Coursera, 2025)
- Google Technical Support Fundamentals -(Coursera, 2025)
- Google IT Support Professional Certificate- (Coursera, 2026, in progress)

EXPERIENCE

- **Self Employed / IT Support & Computer Repair Technician (Jan 2019- Present)**
 - Diagnose and repair laptop and desktop hardware issues including battery replacement, charging problems, front bezel replacement, and hinge repairs. Remove malware, adware, and unwanted browser software to restore system security and performance. Troubleshoot Windows operating system errors, slow performance, and software issues. Build custom desktop computers optimized for performance and reliability based on client needs. Install operating systems, drivers, and software to ensure devices function properly. Test power adapters and charging components to confirm proper electrical performance. Provide technical support and recommendations to clients on repair options and system improvements. Maintain organized documentation of repair work and communicate clearly with clients.
- **Tru-Analytics / Trutko & Associates** — Administrative Assistant, Property Maintenance (Jan 2022–Dec 2025)
 - Provided technical support and troubleshooting Windows computers, devices, and network connectivity issues. Installed software, configured user accounts, and performed system updates and driver installations. Diagnosed hardware and software issues and assisted with computer repairs. Troubleshot internet connectivity, printer issues, and general IT problems for users. Maintained organized documentation for administrative and technical tasks. Assisted with general property support tasks while also providing technology assistance.

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- **Danny Boys** — Head Chef / Line Cook (Aug 2016–Dec 2021)
 - Developed leadership and communication skills while managing staff in a high-pressure restaurant environment. Solved logistical and technical kitchen issues, ensuring smooth operations.

PROJECTS

- **Malware Removal & Browser Cleanup (Client Systems)**- Removed malware, adware, and unwanted browser extensions from Windows laptops. Improved system speed, stability, and security. Configured antivirus software and improved browser protection settings.
- **ASUS Laptop Hardware Repair (Front Bezel & Hinges Replacement)**- Disassembled laptop and replaced damaged front bezel and hinge components. Restored structural stability and ensured proper screen function.
- **High-Performance PC Build for Data Analysis (Microsoft Excel)**- Built custom desktop computer optimized for large Excel datasets (200k+ rows). Selected high-performance components within \$1000 budget. Installed Windows 11 and tested system performance.
- **Windows Upgrade Project**- Upgraded PCs from Windows 7 to Windows 11, installed new hardware, configured profiles, security settings, and installed drivers/software.
- **Original Xbox Motherboard Repair**- Diagnosed and repaired hardware faults in an Xbox motherboard. Replaced failing electrolytic capacitors to restore system stability. Identified and mitigated corrosion from capacitor leakage. Tested and verified successful system boot and operation.
- **Hash Table Optimization (Java)**- Built and analyzed multiple hashing techniques (Separate Chaining, Linear Probing, Quadratic Probing).
- **Ovation Call Center Analysis**- Used Python to optimize staffing and scheduling for a hospital call center.
- **Mike's Auto Garage App (Balsamiq)**- Designed an interactive wireframe prototype focusing on UX principles.
- **Madlib Game Projects (Scratch & Python)**- Created interactive educational games with sound, visuals, and logic.

EDUCATION

- B.S. Applied Mathematics / Computer Science — Baldwin Wallace University (Dec. 2025)
- High School Diploma — Rocky River High School

PERSONAL INTERESTS

- Technology repair, coding, UX design, upgrading PCs, video games, house projects, hockey and repairing cars.