

Jonathon Schuschu

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EDUCATION

Penn State Erie, The Behrend College

Expected Graduation: 2027

Bachelor of Science in Management Information Systems

Mercyhurst University

Studied Cybersecurity and Data Science

Attended:2021-2023

TECHNICAL EXPERIENCE

TechWorx LLC -Helpdesk Specialist

(2026-Present)

Best Buy, Geek Squad - Consultation Agent

(2022-2026)

- Diagnose and solve hardware and software issues for client devices.
- Configure and establish custom built computers to client wants and needs.
- Evaluate returned products for repair or resale.
- Assess and solves problems related to Apple devices.

TEAM EXPERIENCE

Wegmans – Knowledge-Based Service, Cashier

(2019-2022)

- Assisted customers with product knowledge and transactions.
- Collaborated with different team members for sales knowledge and product ideas.
- Attained top sales in the district as a department.
- Maintained lofty standards of accuracy in a demanding environment.

ACADEMIC PROJECTS

20Time Project- Website – COMM118

(2024)

- Launched and designed an Statistics tracking website, “Stat Sports. “, features up to date news articles through implementation of APIS and tables of statistics with filtering options.

ACTIVITES

Greener Behrend

2024-2025

- Contributed to sustainability initiatives and promoted ecological responsibility.

TECHNICAL SKILLS/CERTIFICATIONS

- Apple Certified
- Microsoft and Google Troubleshooting
- Hardware and software diagnostics and repair
- Website Design (HTML, CSS, Basic Python)
- Technical Documentation and problem solving
- Ninja One Certification
- SEO Certification
- CJIS Certification

