

Margarita Tsyruk

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PROFESSIONAL SUMMARY

Recent Information Technology graduate (2026) with a foundation in technical support, troubleshooting, cloud fundamentals, and systems administration. I hold Google IT Support Professional Certificate with the Microsoft Azure Fundamentals (AZ-900) exam scheduled for 2026. Hands-on experience deploying an Ubuntu Linux virtual machine in Microsoft Azure, configuring SSH key access, installing Nginx, and applying network security rules. Seeking an entry-level IT Support, Help Desk, Technical Support, or Cloud Support role.

TECHNICAL SKILLS

Technical Support: Troubleshooting, Windows OS, software installation and configuration, user support, technical documentation

Cloud & Systems: Microsoft Azure, Azure virtual machines, Linux administration basics, SSH, Nginx, Azure NSG rules, cloud concepts

Networking: Networking fundamentals, IP basics, connectivity troubleshooting

Tools: Microsoft Excel, process tracking, documentation, data analysis fundamentals

Languages: English (Fluent), Russian (Fluent)

CERTIFICATIONS

- Google IT Support Professional Certificate - Coursera
- Microsoft Azure Fundamentals (AZ-900) - Exam Scheduled for 2026

EDUCATION

Southern New Hampshire University (SNHU)

Bachelor of Arts in Information Technology | May 2026

Minsk State Linguistic University – Minsk, Belarus

Associate Degree in Business Administration

TECHNICAL PROJECT

Azure Linux Admin Project | github.com/tsyruk/azure-linux-admin-project

- Deployed and configured an Ubuntu Linux VM in Microsoft Azure using Azure
- Configured SSH key-based authentication and installed Nginx to host a public-facing static webpage
- Applied Azure Network Security Group (NSG) rules to restrict SSH access and strengthen basic security

Nook | GitHub: github.com/tsyruk/Nook

- Built a role-based web application with separate workflows for admin, staff, and customers
- Implemented authentication, protected access, and database-backed functionality using Supabase
- Designed a real-world business workflow with QR-based interactions and user-specific permissions

PROFESSIONAL EXPERIENCE

The Black Whale, New Bedford, MA

Server | May 2022 – Present

- Deliver high-quality customer support in a fast-paced environment while managing multiple priorities
- Resolve issues efficiently through strong communication, professionalism, and problem-solving

Amazon, Stoughton, MA

FC Associate | July 2019 – May 2021

- Tracked workflow and performance metrics with strong accuracy and consistency
- Used Excel to support reporting and operational tracking
- Maintained a 100% on-time task completion rate and ranked top 10 in the MA/RI region for performance

North Easton Savings Bank, Easton, MA

Bank Teller | January 2017 – February 2018

- Handled sensitive customer and financial information with accuracy and confidentiality
- Resolved customer questions and transaction issues in a professional, service-focused manner