

# Margarita Tsyruk

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## PROFESSIONAL SUMMARY

Recent Information Technology graduate (SNHU, 2026) with hands-on experience in Windows administration, Active Directory, PowerShell scripting, and cloud fundamentals. Holds Google IT Support Professional Certificate; CompTIA A+ and Microsoft Azure Fundamentals (AZ-900) in progress. Built a self-directed helpdesk home lab simulating real-world AD environments with ticketing workflows. Brings demonstrated white-glove client-service skills from a high-volume, fast-paced professional environment. Seeking a Service Desk or entry-level IT Support role.

## TECHNICAL SKILLS

**Technical Support:** Troubleshooting, Windows OS, hardware setup, software installation, user support, ticket documentation

**Systems & Admin:** Active Directory, Group Policy, DNS/DHCP, Windows Server, PowerShell scripting, VirtualBox

**Cloud & Linux:** Microsoft Azure, Azure VMs, Linux (Ubuntu) administration, SSH, Nginx, Azure NSG rules

**Networking:** Networking fundamentals, IP addressing, connectivity troubleshooting

**Tools & Other:** Microsoft Office, Excel, GitHub, process documentation | English (Fluent), Russian (Fluent)

## CERTIFICATIONS

- Google IT Support Professional Certificate — Coursera
- CompTIA A+ — In Progress
- Microsoft Azure Fundamentals (AZ-900) — Exam Scheduled 2026

## EDUCATION

**B.A. in Information Technology**, Southern New Hampshire University (SNHU)

Expected May 2026

**Associate Degree in Business Administration**, Minsk State Linguistic University — Minsk, Belarus

## TECHNICAL PROJECTS

**PowerShell Help Desk Toolkit** | [github.com/tsyruk/powershell-helpdesk-toolkit](https://github.com/tsyruk/powershell-helpdesk-toolkit)

- Built a 7-script toolkit replicating real helpdesk workflows: system diagnostics, disk health checks, event log analysis, and user account management
- Designed for Windows PowerShell 5.1 compatibility; scripts handle edge cases and output structured, readable documentation
- Demonstrates hands-on ticket-resolution thinking and systematic troubleshooting approach

**Active Directory Helpdesk Lab** | [github.com/tsyruk/ad-helpdesk-lab](https://github.com/tsyruk/ad-helpdesk-lab)

- Simulated a small-company AD environment in VirtualBox with Windows Server, DNS/DHCP, Group Policy, and OU structure
- Wrote 5 PowerShell scripts automating user onboarding, password resets, group assignments, and audit reporting
- Mirrors real helpdesk workflows for identity management, access control, and account lifecycle tasks

**Azure Linux Admin Project** | [github.com/tsyruk/azure-linux-admin-project](https://github.com/tsyruk/azure-linux-admin-project)

- Deployed and configured an Ubuntu Linux VM in Microsoft Azure with SSH key-based authentication and Nginx web hosting
- Applied Azure Network Security Group (NSG) rules to restrict access and implement basic security hardening

## PROFESSIONAL EXPERIENCE

**Server**, The Black Whale — New Bedford, MA

May 2022 – Present

- Deliver high-quality, white-glove client service in a fast-paced, high-volume environment — managing multiple simultaneous priorities under pressure
- Resolve issues in real time through clear communication, composure, and sound judgment
- Maintain meticulous attention to detail; accurate documentation of orders, modifications, and special requests is non-negotiable in this role

**FC Associate**, Amazon — Stoughton, MA

July 2019 – May 2021

- Ranked top 10 in the MA/RI region for performance; maintained 100% on-time task completion rate
- Used Excel to support operational tracking and reporting across shift workflows

**Bank Teller**, North Easton Savings Bank — Easton, MA

Jan 2017 – Feb 2018

- Handled sensitive financial information with accuracy and confidentiality; resolved customer issues professionally