

Margarita Tsyruk

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PROFESSIONAL SUMMARY

Recent Information Technology graduate with hands-on project experience in help desk tooling, Windows troubleshooting, cloud fundamentals, Linux administration, and technical documentation. Built PowerShell tools for common IT support workflows and deployed an Ubuntu VM in Microsoft Azure with SSH, Nginx, and network security rules. Seeking an entry-level IT Support, Help Desk, or Technical Support role.

TECHNICAL SKILLS

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

Scripting & Tools: PowerShell, Excel, process tracking, diagnostics, documentation

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

Networking: Networking fundamentals, IP basics, connectivity troubleshooting

Languages: English (Fluent), Russian (Fluent)

TECHNICAL PROJECTS

PowerShell Help Desk Toolkit | GitHub: github.com/Tsyruk

- Built a collection of PowerShell scripts for system information gathering, network diagnostics, disk health checks, event log review, temp file cleanup, and user profile inspection.
- Designed the toolkit around entry-level help desk workflows to improve troubleshooting speed, consistency, and repeatable diagnostics in Windows support scenarios.

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

- Deployed and configured an Ubuntu Linux VM in Microsoft Azure, enabled SSH key-based access, and installed Nginx to host a public-facing webpage.
- Applied Azure Network Security Group rules to restrict SSH access and strengthen baseline security.

Nook Cafe Loyalty App | GitHub: github.com/tsyruk/Nook

- Built a role-based web application with admin, staff, and customer workflows using JavaScript, HTML/CSS, and Supabase.
- Implemented authentication, protected access, and QR-based business workflows with role-based 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 and resolving issues professionally.
- Strengthen communication, problem-solving, and service skills that transfer directly to front-line technical support.

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 in a high-volume environment.

North Easton Savings Bank, Easton, MA

Bank Teller | January 2017 – February 2018

- Handled sensitive customer and financial information with accuracy, discretion, and attention to detail.

EDUCATION & CERTIFICATIONS

Southern New Hampshire University (SNHU) — Bachelor of Arts in Information Technology, May 2026

Minsk State Linguistic University — Associate Degree in Business Administration

Certifications: Google IT Support Professional Certificate • Microsoft Azure Fundamentals (AZ-900) — Exam scheduled