

# Gabriella Moyer

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*Customer-focused professional pivoting into IT with hands-on experience in Microsoft Azure, virtual machines, and remote desktop support. Known for calm, clear communication and a proactive approach to troubleshooting. Passionate about solving problems efficiently and supporting users in fast-paced environments. Seeking an IT Help Desk role to continue building technical expertise and deliver excellent user support.*

## Technical Skills

- Windows OS Support • Microsoft 365 (Outlook, Teams)
- Microsoft Azure (VM deployment & management) • Remote Desktop Tools
- Basic Networking: TCP/IP, DNS, DHCP
- IT Documentation & Troubleshooting
- Familiar with ticketing system concepts (currently learning ServiceNow & Zendesk)

## IT Experience

- Completed hands-on labs using Microsoft Azure to deploy and manage Virtual Machines, practicing remote desktop connections, basic networking, and troubleshooting.
- Installed and configured osTicket on Windows VM, managing MySQL databases and user roles to simulate help desk workflows.

## Professional Experience

Shift Supervisor | Starbucks, Houston, TX

*June 2022 – Present*

- Frequently troubleshoot store-level operational and technical issues, ensuring smooth daily operations and minimal downtime.
- Trained and supported a team of 10+ staff on new digital tools and systems, driving consistent use and quick adoption.
- Helped improve customer satisfaction by calmly resolving service concerns, reinforcing a positive store environment.
- Managed daily reports and operations metrics, providing clear updates to leadership.
- Voluntarily completed Starbucks' Black Apron program to deepen knowledge of coffee origins, sourcing, and brewing expertise, balancing this coursework alongside daily operations — demonstrating commitment to learning and professional growth.

Barista | Starbucks, Houston, TX

*Oct 2020 – June 2022*

- Delivered fast, accurate service during peak hours, preparing 200+ drinks daily while maintaining high order accuracy.
- Supported team members under pressure and resolved customer issues on the spot, fostering repeat business.
- Trained new hires, contributing to smoother workflows and better customer experiences.

Non-Commissioned Officer | CSC-Contemporary Services Corp, Houston, TX

*Nov 2019 – Feb 2021*

- Supervised 12+ staff to maintain high team readiness and task efficiency.
- Managed critical equipment with zero loss or damage, ensuring uninterrupted operations.
- Planned and executed training exercises that improved overall unit performance.

## Education

Houston Community College, Houston, TX

*A.A. English*

- Honors: *Phi Theta Kappa*
- Graduated May 2022
- Coursework in writing, analysis, and communication — skills now applied to technical documentation and user support.