

Amir Limame

IT SUPPORT TECHNICIAN | DESKTOP SUPPORT | HELPDESK

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IT SUPPORT SUMMARY

Entry-level IT support technician and Computer Science student with hands-on experience supporting 300+ customers through hardware and software troubleshooting, Windows deployment and recovery, remote assistance, BIOS/UEFI configuration, peripheral support, and custom PC builds. Skilled at isolating root causes, explaining technical issues to non-technical users, and delivering reliable fixes. Seeking a first desktop support or helpdesk role where strong troubleshooting and customer service can contribute immediately.

CORE IT SUPPORT SKILLS

End-User Support: Windows 10/11 administration, remote troubleshooting, issue triage, user guidance, clear technical communication, peripheral support.

Systems & Deployment: Windows imaging and OS recovery, clean installations, driver management, BIOS/UEFI configuration, bootable USB media, TCP/IP fundamentals.

Hardware & Performance: Custom PC assembly, RAM/CPU/GPU/storage diagnostics, SSD migrations, RAM upgrades, startup/service tuning, input-lag reduction.

Tools & Scripting: Python, Shell Scripting, Git/GitHub, FFmpeg, PyInstaller, Inno Setup; exposure to Rust, TypeScript, React, and Tauri.

SELECTED TECHNICAL PROJECTS

Vidcord | [GitHub](#) | [vidcord.app](#)

Jul 2024 - Present

- Maintained a cross-platform desktop utility with 3.7K+ aggregate GitHub release downloads; shipped versions v6.9, v7.0, and v7.1 within an eight-day span, demonstrating a frequent release and support cadence.
- Troubleshot platform-specific installation and runtime issues across Windows, macOS, and Linux, including FFmpeg setup, hardware encoder detection, output verification, and safe update delivery.
- Built user-facing workflows in Rust/Tauri and React/TypeScript; created platform-aware installers and verified updates with SHA-256 validation for offline, no-telemetry operation.

IT SUPPORT EXPERIENCE

Freelance IT Support Technician / PC Builder | Wesley Chapel, FL & Remote

2022 - Present

- Supported 300+ customers through remote and in-person technical support, issue triage, hardware/software troubleshooting, and clear user guidance.
- Diagnosed RAM, CPU, GPU, storage, and peripheral failures; isolated root causes and recommended practical repairs or replacements.
- Deployed and recovered Windows systems using clean installations and bootable media; configured BIOS/UEFI, drivers, SSDs, and RAM upgrades.
- Improved client system performance by 30% to 50% through startup/service tuning, OS recovery, driver cleanup, and input-lag reduction.
- Built custom PCs and communicated repair status, next steps, and resolutions clearly to non-technical users.

Target - Food & Beverage Team Trainer | Wesley Chapel, FL

2025 - Present

- Train and onboard team members, follow standard procedures, coordinate workflow, and communicate clearly while managing competing priorities in a high-volume customer-facing environment.

EDUCATION

Saint Leo University | Saint Leo, FL

May 2027

B.S. in Computer Science, GPA: 3.6/4.0, Dean's List, Rising Senior

Relevant Coursework: Algorithms & Data Structures, Operating Systems, System Administration, Network Theory & Design, Computer Architecture, Database Concepts.

Certification: CompTIA A+ - In Progress (2026)