

TAYLOR BENTLEY

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PROFESSIONAL SUMMARY

Entry-level IT with a B.S. in Computer Information Systems and an MBA in progress. Hands-on background in customer service, Windows and Office support, hardware setup, records systems, SQL/database work, analytics, and web-based projects. Strong communicator who can troubleshoot user issues, document steps clearly, protect confidential information, and learn new systems quickly.

EDUCATION

Louisiana Tech University - Ruston, LA

Master of Business Administration (MBA)(Online), Expected August 2026 | Graduate GPA: 3.875

Bachelor of Science, Computer Information Systems, November 2025 | Undergraduate GPA: 3.380

Relevant coursework: Network Design & Implementation, Information Systems Assurance, Database System Management, Application Development - Internet, Systems Analysis/Design/Implementation, Advanced Business Analytics.

CERTIFICATIONS

Technical Support Fundamentals, Google/Coursera (June 2026) | Google Analytics Certification (Feb. 2025) | The Bits and Bytes of Computer Networking, Google/Coursera (June 2026)

TECHNICAL SKILLS

Help Desk & User Support: Windows support, desktop/laptop setup, hardware installation, troubleshooting, documentation, customer service

Software & Productivity: Microsoft Office 365, Outlook, Teams, Excel, common business applications

Data & Systems: SQL, MySQL, MariaDB, database design, data management, reporting, Power BI, Tableau

Programming & Web: Python, HTML/CSS, web-based systems, process improvement, technical documentation

PROFESSIONAL EXPERIENCE

Law Offices of Russell A. Woodard, Jr. | Law Office Intern | Aug. 2024 - Aug. 2025

- Managed confidential electronic and physical records while maintaining accuracy, organization, and attention to detail.
- Used Excel and reporting tools to organize case, financial, phone-record, and operational information for internal use.
- Supported document workflows, research, scheduling, client communication, and daily office technology needs.

Louisiana Tech University | Student Worker, Office of the Registrar | Fall 2022 - Spring 2024

- Provided front-office support to students, faculty, and staff through phone, email, and in-person service.
- Entered and tracked data related to transcripts, transfer credits, registrations, and degree-audit records.
- Protected confidential student information while maintaining electronic and physical records.

Thrive on Thrift | Associate Clerk | May 2022 - Dec. 2022

- Answered phones, assisted customers, processed transactions, organized merchandise, and supported daily operations.

TECHNICAL PROJECTS

taylorbentleyit.com | Personal IT Portfolio Website | 2026

- Built a help desk-focused portfolio site to showcase IT support experience, projects, resume, and contact information.

CIS 450 | Donation Management System - Thrive on Thrift | 2025

- Helped gather requirements and design workflows for donor requests, pickup scheduling, inventory tracking, and reports.
- Supported database planning, system documentation, testing, and process improvements for a local nonprofit thrift store.

CIS 323 | Customer Email Automation System - National Jewelry Company | 2024

- Developed SQL query logic for customer birthdays, anniversaries, holidays, and targeted email campaign segmentation.

ORGANIZATIONS

Beta Alpha Psi Honor Society | Sigma Nu Eta Zeta Alumni | Delta Waterfowl | Coastal Conservation Association