

NIKLAS RUIZ

IT Support · Help Desk · Desktop Support — CompTIA A+ and Security+ Certified

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SUMMARY

Customer-focused operations professional moving into IT support: CompTIA A+ and Security+ earned, Anthropic's Claude Certified Architect (Foundations) in progress. Seven years of front-line customer service, equipment operation, and new-hire training — now aimed at troubleshooting, security fundamentals, and hands-on AI tooling. Reliable, coachable, and calm as the first point of contact when something breaks.

CERTIFICATIONS

CompTIA A+ — CompTIA, earned

CompTIA Security+ — CompTIA, earned

Claude Certified Architect – Foundations (CCA-F) — Anthropic, in progress

TECHNICAL SKILLS

Hardware & OS: PC/laptop hardware, Windows installation and troubleshooting, mobile devices, printers

Networking: TCP/IP, DNS, DHCP, Wi-Fi configuration and troubleshooting, common ports and protocols

Security: threat and vulnerability basics, access control, endpoint protection, security best practices

Support practice: troubleshooting methodology, ticketing and documentation, clear customer communication

AI tools: daily hands-on use of Claude and AI-assisted workflows; studying agent architecture and MCP

PROJECTS & CONTINUING EDUCATION

nikruiz.com — personal site with an AI recruiter Q&A assistant 2026

- Helped design, build, and launch a personal site on Cloudflare with an AI assistant that answers recruiter questions strictly from a verified facts profile — no invention, honest about gaps.
- Can explain end to end how the assistant stays grounded and why those guardrails matter.

Anthropic Academy — Claude Certified Architect (Foundations) track — Anthropic / Skilljar In progress

- Coursework: Claude fundamentals, prompt design, agent architecture, and the Model Context Protocol (MCP).

PROFESSIONAL EXPERIENCE

Service Intake / Admin Support — Ford Dealership, Forney, TX 2025 – Present

- First point of contact for service customers: gather issue details, set expectations, and route work to the right team.
- Process intake paperwork and keep customer and vehicle records accurate in the dealership's management system.

Blender / Machine Operator — NAI, Carlsbad, CA May 2023 – Jan 2025

- Operated production blending equipment; performed preventive maintenance, safety checks, and kept the line inspection-ready.
- Assisted in training new operators on machine operation and safety protocols.

Sales Associate — Boot Barn, Escondido, CA Oct 2022 – Mar 2023

- Provided product guidance and resolved customer issues and returns quickly and professionally.

Golf Club Fitter — Dick's Sporting Goods, Escondido, CA Oct 2020 – Oct 2022

- Fitted customers using Trackman launch-monitor data, translated readings into plain-language recommendations, and cut or adjusted clubs to spec on shop machinery.

Front Desk / Cart Service — Waterview Golf Club, Rowlett, TX Jan 2018 – Jul 2020

- Handled phone scheduling and tee-time bookings while keeping carts and facilities guest-ready.

EDUCATION

Wylie High School — Wylie, TX · High School Diploma 2017

San Diego State University — San Diego, CA · Cybersecurity coursework