**Isaac Limb**

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EDUCATION

**Bachelor of Science in Progress, Information Systems** Apr 2025

*Brigham Young University - Marriott School of Business Provo, UT*

* GPA 3.84
* Mathematics Minor (Completed)

EXPERIENCE

Portfolio Liaison May 2023 – Present

*BYU Help and Support Portfolio Provo, UT*

* Conducted meetings with Product Managers and Directors
* Prepared data reports to improve collaboration and incident resolution
* Wrote and updated policies and templates for call analysts

IT Technician Oct 2022 – Present

*BYU Technology Support Center Provo, UT*

* Helped resolve over 500 user tickets using BYU systems
* Answered calls to coordinate user ticket creation and assignment
* Worked with a team to prioritize incident tickets and solutions
* Interacted directly with over 1,100 customers to resolve user issues

Installer May 2022 – Aug 2022

*Ironwood Custom Construction Meridian, ID*

* Assembled and installed custom cabinetry
* Trained new employees one-on-one

**Door-to-Door Sales Rep** Apr 2021 – Aug 2021

*Grit Marketing* Phoenix*, AZ*

* Negotiated with customers to close over 80 contracts
* Built a presentation using company marketing strategies

Volunteer Representative Sep 2018 – Sep 2020

*The Church of Jesus Christ of Latter-day Saints Ventura, CA*

* Managed the expenses of over 50 apartments and 200 individuals
* Gained experience in leadership, teaching, organizing, and achieving goals
* Led weekly humanitarian service

SKILLS & ACHIEVEMENTS

* Built and deployed Dockerized Ubuntu Server for personal/home services
* Proficient in *Frontend WebDev (HTML, CSS, JS), C++, Tableau*
* Experienced with *Microsoft Office Suite (including Excel with VBA)*
* National Honors Society Officer Alumni
* Avid Rock Climber
* Eagle Scout (BSA)