

NIKKO KASSA

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PROFESSIONAL SUMMARY

IT support specialist with 5 years of hands-on desktop support experience across 15+ client environments. Troubleshoots and repairs computers, monitors, and peripherals in person and remotely; optimizes Windows PCs for gaming to get higher frame rates; and sets up and configures software, including OBS streaming setups for Twitch streamers. Explains fixes in plain language and brings years of customer-facing experience to every support call. Based in Salida, CA, serving the Modesto area.

TECHNICAL SKILLS

- **Hardware:** Desktop, laptop, and monitor troubleshooting and repair; custom PC builds; printers and peripherals
- **Software & Performance:** Gaming PC optimization (RAM and GPU overclocking, higher FPS), software installation and configuration, OBS streaming setup for Twitch
- **Operating Systems:** Windows 10/11, Windows Server, macOS, Linux, iOS, Android
- **Remote Support:** RDP, AnyDesk, TeamViewer
- **Help Desk Tools:** ServiceNow, Jira, Zendesk
- **Networking & Security:** TCP/IP, DNS, DHCP, VPN, Wi-Fi, BitLocker, malware removal, BIOS updates
- **Scripting:** PowerShell, Python, SQL

PROFESSIONAL EXPERIENCE

Owner / Lead IT Support Specialist — Kassa Technical Solutions, Salida, CA 09/2021 – Present

- Diagnose and fix broken PCs and monitors for 15+ clients, onsite and remotely, resolving hardware failures, display problems, Windows errors, and connectivity issues.
- Optimize Windows PCs for gaming, raising frame rates (FPS) by overclocking RAM and GPUs, updating drivers, cutting background programs, and tuning Windows and in-game settings.
- Install, configure, and troubleshoot OBS streaming software for Twitch streamers so their broadcasts run smoothly.
- Build custom PCs for clients, from assembling the hardware to installing Windows and drivers, and set up desktops, laptops, monitors, and peripherals.
- Apply endpoint security measures including BitLocker encryption, BIOS and system updates, and malware removal.
- Support users in person and through RDP, AnyDesk, and TeamViewer, explaining fixes in plain language and training users to prevent repeat issues.

Billing Clerk / Administrative Assistant — Mountain Valley Express, Manteca, CA 08/2020 – 02/2021

- Maintained 99%+ accuracy on billing records and documentation under tight daily deadlines using enterprise software.
- Worked through daily administrative requests, audited account data, and coordinated across departments to resolve record discrepancies.

Assistant Manager — Domino's Pizza, Fort Benning, GA 06/2014 – 12/2019

- Supervised daily operations and a team of 10+ staff while meeting safety and customer service standards.
- Trained new team members on POS hardware and software and handled high-pressure customer issues.

TECHNICAL PROJECTS

- **Browser-Based Aim Trainer** (HTML5, CSS3, JavaScript): Built and deployed an interactive web app with real-time target tracking, hit/miss scoring, and adjustable difficulty, hosted at kassatechnicalsolutions.com.
- **3D Procedural Maze Game** (C#, Unity, Git): Developed gameplay mechanics, pathfinding, and 10 procedurally generated levels, managed with Git version control.

EDUCATION

Western Governors University — B.S., Computer Science

Columbus Technical College — A.A., General Studies