Daniel Staggs – Tech Skills

Hardware & Repair Skills

- Fully disassemble, clean, and rebuild desktop towers, including thermal paste application, airflow optimization, and cable management/and complete overhaul or rebuilding

- Diagnose and repair/replace hardware issues involving RAM, SSDs/HDDs, power supplies, motherboards, and CPUs using error codes, system behavior, and part-swapping

- Install and upgrade internal components: SSDs,HDDs, RAM, CPUs, batteries, and cooling systems

- Confident selecting compatible parts based on chipset, motherboard specs, form factor, and system limitations

- Repair laptops, desktops, and Chromebooks: battery swaps, screen replacements, keyboard repairs, fan cleaning, and full internal rebuilds

- Familiar with common Chromebook/laptop issues such as charging failures, Wi-Fi disconnects, and screen flicker

- Repaired and prepped systems for classroom deployment, resale, or personal use

- Comfortable troubleshooting both hardware-level failures and related OS symptoms (boot loops, freezes, no POST, etc.)

Software/Operating Systems

- **Windows (Windows 7 – 11)**

    - Can fix startup issues, boot errors (BSOD, failed updates, driver problems)

    - Can use Safe Mode, System Restore, Task Manager, and Command Prompt for troubleshooting

    - Know how to reinstall Windows from USB, set up user accounts, and optimize performance

    - Experience installing drivers, dealing with missing audio/network/display issues

    - Know how to manage updates, remove bloatware, and tweak startup programs
    - Familiar with BIOS: changing boot order, enabling/disabling devices, checking system info, etc

    - Comfortable using Command Prompt: basic troubleshooting, networking tools, system repairs, etc.
- **macOS**

    - Can help with basic macOS problems: storage issues, app crashes, user accounts

    - Know how to install/reinstall macOS via recovery tools

- **Linux (Ubuntu / Linux Mint)**

    - Beginner to intermediate: comfortable using the terminal for updates and file management or using as a server
    - Can install Linux alongside or in place of Windows (dual-boot or clean install)

    - Used Linux VMs for Python scripting and system learning

    - Familiar with apt package manager, permissions, and navigating the file system

Networking

- Setting up home/small office Wi-Fi networks

- Troubleshooting slow or unstable connections

- Basic knowledge of firewalls, IP settings, and port forwarding

- Experience dealing with printers on networks and classroom tech setups

Software Support

- Installing and troubleshooting apps and programs

- Google Workspace (Docs, Gmail, Sheets, Classroom) — setup and support for schools

- Microsoft Office — basic troubleshooting and help with Excel, Word, PowerPoint

- Experience helping teachers and staff with school IT issues

Programming & Tools

- Python: used for automation and data analysis projects

- Java: beginner/ level (oop basics)

- HTML/CSS/JS: built basic web pages and worked on small web projects

Data & Analytics

- Use Python and Excel for data tracking and analysis

- Can clean and analyze basic data sets