Bryan Pinedo-Cruz

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EDUCATION

Eastlake High School **Graduated 05/2017**

Fort Gordon, GA **Graduated 10/2019**
Information Technology Specialist Training

The University of Texas at El Paso (UTEP) **Anticipated: 12/2026**

Bachelor's degree in Information Systems and Business Analytics with minor in Management **Undertaking**

WORK EXPERIENCE

PetSmart **03/2026 - Present**

Pet Specialist El paso, Texas

- Assisted customers with questions regarding pet care, nutrition, and product selection
- Worked effectively in a fast-paced retail environment while balancing customer service, animal care, stocking, and daily operational responsibilities.

Army National Guard **12/2018 – 12/2025**

25B Information Technology Specialist

- Provided Tier 1–2 technical support for 100+ users in secure environments Maintaining computer systems with confidential information
- Trained users on proper operation of IT and communications equipment
- DoD Secret security clearance

Operation Lone Star **10/2021 – 10/2022**

- Supported GPS and communication systems using WinTAK and ATAK
- Maintained accountability of sensitive communications equipment

Covid Mission **03/2020 – 07/2020**

- Worked alongside the Border RAC organization in delivering PPE to essential workers
- Helped TEEX in managing logistics of outgoing PPE outside of the El Paso sector
- Supervised a 5-person team; awarded Army Achievement Medal

Don Haskins Event Center **12/2018 – 03/2019**

Stagehand El paso, Texas

- Assisted with setup/teardown of staging, lighting, and technical equipment for large-scale events
- Coordinated with crew members to meet strict event timelines

SKILLS

- **Programming/Data:** Python, SQL, Excel
- **Data Visualization/BI:** Power BI, Tableau
- **IT:** Hardware & Software Troubleshooting, Technical Support
- **Microsoft:** Microsoft Office
- **Languages:** English, Spanish
- **Security:** DoD Secret Clearance