

# K Y L E R O B E R T B A L I T Z

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**OBJECTIVE** CompTIA A+ certified computer technician with a Bachelor's Degree seeking employment in the field of Computer Science and Information Technology.

**SKILLS**

- Proficient in troubleshooting, diagnosing, and solving computer-related problems
- Highly trained in assembling and disassembling computers, laptops and mobile devices
- Experienced with installation, upgrade, maintenance, and repair
- Knowledgeable in Microsoft Operating Systems including Windows 10 / Windows Server
- Network skill set includes Cisco VLAN switch / port configuration, server management, and image deployment
- Analytical, detail-orientated, resourceful, and a team-player with call center experience

**SOFTWARE**

- Windows 10 / Linux / MacOS
- Command (DOS) Prompt / Cisco IOS
- Deployment Operations Application / ServiceNow
- PuTTY / Network Launcher
- Retail Imager
- Citrix / Ultra VNC
- CyberArk PUAM
- Retail Support Portal
- DOCWeb
- Best Buy's Employee Toolkit
- Cisco Finesse

**EXPERIENCE** **Video Producer / Interviewer / Illustrator** 04/2020 – Present  
The Adoptee Group | *Oregon City, OR*

Created, produced and released a bi-weekly video series called: "Human Stories," interviewing Korean Adoptees about their adoptee experiences. Designed book cover for foundation book. An activist for awareness on improving mental health and preventing suicides amongst adoptees.

**Reader** 04/2019 – 05/2019  
Questar Assessment Inc. | *Bloomington, MN*

Scored standardized tests administered to students.

**Deployment Operations Center L2 Analyst** 08/2018 – 11/2018  
IBM / Best Buy / CTG | *Richfield, MN*

Received project support calls from Project Teams and Third-Party Technicians in the field. Monitored the internal Deployment Operations Application and external ServiceNow systems for incident tickets assigned to the Deployment group. Facilitated and performed retail and network device troubleshooting as needed. Managed and troubleshoot Cisco Access switch stack.

**Team Lead / Reader** 06/2015 – 06/2018  
Data Recognition Corporation | *Bloomington, MN*

Scored standardized tests administered to students. Was promoted to team lead and managed and supervised a group of employees.

**Video Producer / Interviewer / Graphic Designer** 02/2013 – 11/2017  
Hmong Corporation | *Saint Paul, MN*

Co-lead in recording, editing, and producing high quality videos for Hmong TV and Hmong TV Today. Designed business logos, advertisements, and visual effects, composed music, served as a professional photographer, and conducted interviews. Also resolved any IT / computer related issues.

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	<b>Mortgage Loan Closer</b> Wells Fargo Home Mortgage   <i>Bloomington, MN</i> Responsible for implementing the mortgage closing process.	10/2010 – 12/2010
EDUCATION	<b>Bachelor of Science in Technical Management</b> DeVry University   <i>Edina, MN</i> GPA: 3.8 / 4.0   Dean's List & Magna Cum Laude Recipient	03/2009 – 10/2010
CERTIFICATIONS	<b>CompTIA A+ Certification 2019</b> <b>[220-1001 (Core 1) &amp; 220-1002 (Core 2)]</b> New Horizons Computer Learning Centers   <i>Eagan, MN</i>	06/2020 [Renewed]
A W A R D S	<b>2005 High School Korean American Scholarship</b> <b>Foundation Midwest Regional Scholarship Award</b>   \$500.00 USD	07/2005
	<b>2005 High School St. Elizabeth Ann Seton Scholarship</b> <b>Award</b>   \$700.00 USD	06/2005
FREELANCE	<b>Computer Technician</b> ServiComp Computer Services   <a href="#">Website</a> A computer repair / IT services company.	09/2011 – Present
WEBSITES	<a href="#">KyleBalitz.com</a>   <a href="#">linkedin/in/kribalitz</a>	