| Kindell Smith  Diligent support technician with 5+ years of experience in the technical field. | Fairburn, Georgia 30213  **(678) 392-0208**  **Kindell.smith1@gmail.com**  **www.linkedin.com/in/kindell-smith** |
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| EXPERIENCERaceTrac— *Store Systems Help Desk Technician* March 2022 - PRESENT Serves as the first line of response for technical issues streaming from the field personnel and optimizes available resources to ensure accurate and efficient problem solving.  Analyzes and critically thinks about on-going issues; expected to report on trend analysis and be able to identify business-impacting issues. MantisEdu— *Computer Science Assistant Instructor*March 2022 - May 2022 Facilitate extra-curricular computer science education programming for 6-12th grade students in the Metro-Atlanta area.  Work with students to engage with the curriculum to learn concepts related to computer programming. Authority Housing Of Atlanta— *Intern*May 2021 - Aug 2021 Created process documentation, audited/distributed devices to employees, assisted with service tickets from other employees, and learned how to use a raspberry pi for projects. Summer Youth Internship Program— Summer *Intern*May 2018 - Aug 2018 & May 2019- Aug 2019 Assisted in summer camp activities scheduled for each age group. Interacted with kids to make classes fun and productive as part of their summer experience. Fulton County Schools Hardware Support Depot—Summer *Intern*May 2017 - Aug 2017 Performed on-site examination on electronic devices at Fulton County Elementary and Middle Schools.  Upheld procedures for logging, reporting, and shipping damaged electronic devices. Maintained an accurate inventory of all devices. | EDUCATION*Kennesaw State University* Bachelor of Science in Information Technology SKILLS  * *Technical-* Data Analysis, Project Management, Computer Network, and Computer Literacy * *Acquired*-Customer Service, Time Management, Collaboration, Document management, and Resourcefulness   *Programming Languages-* Java, ​​Python, ​Arduino​ ​C, ​​HTML, ​​CSS, ​​and JavaScript  *Tools-*ServiceNow, PagerDuty, SolarWinds, Meraki, Visual Studios, Remote Desktop, and Power BI |