

Kory Hendershot

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Objective Looking for a position as an IT Support Specialist where I build on the skills that I have while helping others.

ACADEMIC QUALIFICATIONS

| | |
|-------------------------|--------------------|
| HTML, CSS, JavaScript | 2008 |
| A+ Certification | 2013 & 2020 |
| Network+ Certification | 2021 |
| Security+ Certification | In Progress - 2021 |

Relevant Skills:

- Extremely knowledgeable with LAN/WAN, TCP/IP and VPN, hardware and software troubleshooting tasks, operating systems and applications, OSI model, IP networking and routing protocols, Office365.
- Familiar with routers, switches, firewalls, IIS, log data and system tools.
- Sound knowledge with installation of hard disks, CD drives, CPU, memory, power supply units, network cards, video graphics cards, and hard disk controller cards on PC systems.
- 10+ years of customer service experience.
- 7+ years of team management.
- Strong analytical and problem-solving skills.
- Easily adapts to constantly changing environments.
- Appreciates the diversity of working in a team but can self-motivate in solo situations.
- Eager to learn and a self-starter.

Relevant Experience:

Repair Technician – Olympia, WA

From Aug 2016 to March 2020

- Provided customer-related technical assistance and support.
- Diagnosed issues and developed time-friendly solutions.
- Repaired PCs, MacBooks, and cell phones, including Apple and Android.
- Educated customers on issues to be repaired and how to prevent them in the future.
- Suggested products that would optimize time between repairs.
- Inventory and asset management.

****Additional Work History and References available upon request****