

KAYLIN BOSLEY

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SKILLS

- Adaptive learner
- Able to multi-task under pressure
- Windows Server 2008 / 2012
- Microsoft Windows 7 / 8 / 10
- Microsoft Office Suite
- Adobe Creative Cloud
- HTML / CSS / Javascript
- TCP/IP Networking

CERTIFICATIONS / DEGREES

A+ Certification | CompTIA | 8.20

- Use of command line for troubleshooting Windows, Linux, and macOS platforms.
- Application support of both desktop systems and mobile devices.
- Diagnosis and resolution of common network issues.
- Setup of network hardware including, modems, routers, wireless access points, and firewalls.
- Malware remediation and removal.

Google IT Support Professional Certificate | Coursera | 6.20

- Use of ticketing systems and directory management software.
- Remote administration of virtualized systems.
- Documentation and write-up procedures.
- Customer service soft-skills and best practices for IT support.

Associate of Arts and Sciences | Edmonds Community College | Lynnwood, WA | 6.03

- Provided technical support and training for campus newspaper staff.
- Tutored other students at campus technology lab.

WORK EXPERIENCE

Online Technical Support Representative | ABC Fitness | Remote | 1.21 - Present

- Installs, maintains, and troubleshoots end user desktop systems and hardware.
- Escalates issues to appropriate parties following internal procedures.
- Uses remote login tools to directly assist end users.
- Provides solutions and recommendations to end user problems.
- Thoroughly documents all interactions and contributes to help desk knowledgebase.
- Educates end users about proprietary software and hardware

Pre-Press Manager | Arctic Printing & Mailing | Mountlake Terrace, WA | 8.15 - Present

- Supports coworkers and clients with technical issues over the phone and in person.
- Troubleshoots, repairs, and maintains hardware and software assets.
- Documents and reviews error prevention and color management procedures.
- Collaborates closely with other departments to meet client deadlines.
- Prioritizes production across multiple printing presses.
- Tracks inventory of paper stock and printing supplies.

Pre-Press Technician | Print Time | Seattle, WA | 12.10 - 7.15

- Administered a mixed network of PC, Mac, and Linux servers.
- Performed routine maintenance and repairs of printing and scanning equipment.
- Assisted with on-boarding and training of new hires.
- Answered phones, greeted walk-in customers, and corresponded with clients via email.
- Archived critical data using on-site and cloud-based solutions.

Graphic Artist - Pre-Press Specialist | Minuteman Press | Seattle, WA | 3.06 - 11.09

- Maintained e-mail and webhosting systems.
- Created content for social media and email marketing campaigns.
- Offered friendly, warm, and professional customer service to clients.
- Advised company management on hardware and software purchases.