

Kyle Woody

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8730 SW Reiling St.
Tigard OR 97224

Education

Associate of Applied Science

CIS Network Administrator

Portland Community College 2015

Certificate of Completion

Windows Network Security

Microsoft Server Admin

Portland Community College 2015

Certifications

Microsoft Certified Solutions

Associate Windows 8

F902-4502

Microsoft Certified Professional

E782-6605

CompTIA A+

BSKW5GXD6D4QCTZX

References

Jeremy Bennett

Information Systems Director at TAI

503.443.1500

Tobias Inman

Senior Program Manager and Technical
Engineer

503.863.1121

Mikala Fromont

General Manager at Tesla

503.941.8553

Objective

Seeking a technical support position with a collaborative team focused on productivity and excellent service

Qualifications

- Provided over 7 years of IT consulting and network support for small and medium sized businesses in the Portland Metro area
- Earned an Associate Degree in Network Administration with additional certifications focused on Windows Server Administration and Windows Network Security at Portland Community College
- Recognized by Microsoft and CompTIA for completing the MCSA Windows 8.1 Desktop certification, MTA and A+ certifications

Professional Experience

IT Technician – Therapeutic Associates Inc., Physical Therapy – September 2018 to March 2020

- Designed and managed helpdesk ticketing system involving multiple departments, held highest ticket completed metrics amongst peers
- Quickly absorbed team knowledge, documentation, company policy and procedures to better train staff and refine workflows focused on compliance and efficiency
- Created documentation for IT department tasks to aid in cross-training team members aimed at improving consistency
- Hardware and software purchasing, troubleshooting and end user training
- Led multiple projects including helpdesk ticketing flow, company branded Music on Hold and SharePoint site for Athena software knowledge and training

IT Consultant – Independent Contractor – January 2013 to September 2018

- Providing small to medium sized business exceptional customer service while building IT solutions catered to specific needs

Service Desk Technician – Providence Health & Services – January 2017 to September 2017

- Responsible for communicating technical information to multiple departments for ticket routing and escalation as well as explain technical information to non-technical caregivers and patients
- Completed a condensed training course and immersed into a production environment supporting hundreds of hospitals and clinics comprising thousands of assets and software technologies across six states
- Recognized by managers and peers to have a high level of expertise and experience often provided assistance to solve problems quickly and efficiently
- Repeatedly ranked at the top of the team average performance with high first-call resolution metrics
- Provided remote support for various Providence EMR software, hardware and user accounts
- Acted as an additional support to mentor and assist new hires to ensure quality service was consistently delivered

IT Consultant and Network Technician – IT Group NW – August 2013 to November 2016

- Managed business elements, generated quotes, hardware and software acquisition, project managed and oversaw inventory
- Responsible for daily helpdesk operations and network support for several dozen companies simultaneously
- Constructed technology solutions to address business needs, increase productivity, and meet budgetary and regulatory requirements
- Created company policies and procedures to ensure safe data handling and sustainability for client hardware
- Transitioned the team to a ticketing system with built-in remote management tools
- Trained new employees, taught IT knowledge, and provided orientation to company policies
- Spearheaded network and hardware troubleshooting, server outages, workstation deployment and user account creation
- Liaised with local Microsoft partners to discuss business trends and technology advancements

Key Strengths

Adaptable

Multi-tasker

Focused in a busy environment

Detail oriented

Exceptional customer service

Compassionate and determined
to help

Team leader

Clear and effective
communicator

Project management

Skills and Expertise

Remote management of assets
Workstation imaging and
deployment

User account creation,
maintenance, and compliance
auditing

Network, hardware, and telecom
troubleshooting

Malware removal

VOIP implementation and
maintenance

TCP/IP and DNS experience

Strong backup procedure
etiquette

Ticketing and documentation
enthusiast

HIPAA compliance

Community Involvement

Employee Appreciation Committee
member tasked with improving the
employee experience

Attended PT Day of Service
community events helping the local
community