

# Kyle Walker

**Hardworking IT and networking professional in the market for the next career step.**

Edmonds, WA

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425-835-1928

Authorized to work in the US for any employer

## Work Experience

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### **Telecommunications Technician**

VECA Electric & Technologies - Seattle, WA

March 2020 to October 2020

- Installing and improving Layer 1 OSI telecommunications infrastructure and structured cabling in a variety of environments.
- Installing new cabling on construction projects.
- Service calls and client improvements.
- Terminate T568 B on Cat3, Cat4, Cat5, Cat5E, Cat6, Cat6A.
- Constructing server racks, assembling patch panels, racking & stacking devices.

### **Field Technician**

Inno4, LLC - Seattle, WA

July 2019 to February 2020

- Contractor for The Boeing Company, and other clients.
- Installing and improving Layer 1 OSI telecommunications infrastructure and structured cabling across a variety of environments and clients.
- Install new data infrastructure on construction sites.
- Terminate T568 B on Cat5, Cat5E, Cat6,
- Respond to network outage service calls on-site.
- Pulling and splicing fiber optic cable (24 strand).

### **Desktop Support Technician**

Seattle Genetics - Bothell, WA

February 2019 to May 2019

- Contractor role performing desktop support for Windows 7-10 upgrade and deployment, hardware refresh, and cloud migration projects.
- Active Directory administration for +1000 users, including integration with Okta.
- Helpdesk support and troubleshooting remotely, over the phone, over email, and deskside.
- Responding to incoming malware issues in collaboration with Cyber Security team.

### **Enterprise Helpdesk Analyst**

Starbucks Coffee Company

April 2017 to October 2018

- Contractor role troubleshooting POS systems, end user devices, network equipment, and user accounts.
- High first-contact resolution rate of support calls in a high volume call center environment.

- Analyze, evaluate, document, and route support calls and incidents to the appropriate support teams.
- Password resets via Active Directory.
- Dispatch field technicians to resolve incidents on-site.
- Respond to web and email support requests.
- Provide IT support to all levels of Starbucks partners from Executives to Retail.

### **Test Associate**

Microsoft Corporation

January 2017 to April 2017

- Contractor role testing product compatibility.
- Sign and adhere to a non-disclosure agreement.
- (Due to sensitive nature and secrecy of project, I cannot disclose further details of the position).

### **Technical Support Triage Representative**

WatchGuard Technologies, Inc - Seattle, WA

August 2016 to November 2016

- Responding to incoming customer support calls in a high volume call center environment, with an emphasis on first-contact resolution.
- Troubleshoot remote networks and provide solutions assisting customers to configure their WatchGuard device.
- Analyze, evaluate and determine urgency of incoming customer incident.
- Verifying customers via Salesforce.
- Assess and route high level incidents to the appropriate escalation team.

### **START Support Team Lead**

Edmonds College - Lynnwood, WA

February 2013 to August 2016

- Reporting to Help Desk and Instructional Technology manager
- Supported student and staff technology needs via phone, email, and in-person.
- Recruiting, scheduling, and training START staff members.
- Creating documentation, maintaining the START Knowledge Base, and updating student-facing Knowledge Base website.
- Resetting passwords, and configuring user accounts and devices via Microsoft SCCM and Active Directory.

### **Lead Technician**

Hewlett Packard Enterprise - Western Washington

June 2015 to September 2015

- Contract role in a hardware refresh project for Hewlett-Packard, Inc.
- Reported to Insight Global's Project Manager, and HP Control Room.
- Decommissioned legacy workstations and servers, and securing hard drives.
- Installed new workstations, servers, and and securing the host systems.
- Maintained an HP Lead kit, sending reports back to HP on the status of equipment.
- Communicating inventory asset reports to the Project Manager and HP after each site.

### **Temp Field Tech**

Edmonds School District

April 2014 to November 2014

- Assisting teachers, staff, and students with technology incidents in the field, remotely, or deskside.
- Responding to Helpdesk calls and processing Helpdesk tickets as needed.
- Computer hardware, networking, and software support.
- Providing classroom support during the SBA standardized tests.
- Providing tech support to technology rollouts, such as Lenovo Yoga, and Chromebooks.
- Configuring Active Directory accounts, Group Policy, password resets, etc.
- Reimaging devices on-site and remotely via Windows Deployment Services.

### **CIS Tech Lab Volunteer**

Edmonds College - Lynnwood, WA

September 2013 to February 2014

- Responded to student hardware support requests.
- Troubleshooting, documenting, and repairing Edmonds College student laptops and desktops.
- Building PC's for student loaner program and technology aid for countries abroad.
- Building PC's and labs for CIS hardware classes, and assisting instructor in the classroom.
- Data back-ups and reinstallation of Windows for student PC's.

## Education

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### **ATA - Computer Information Systems, Network Technology in Information Technology**

Edmonds College - Lynnwood, WA

September 2013 to August 2016

### **High school or equivalent**

Lynnwood High School - Lynnwood, WA

September 2001 to June 2005

## Skills

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- HELPDESK (5 years)
- NETWORKING (5 years)
- SECURITY (2 years)
- .NET (Less than 1 year)
- ACCESS (Less than 1 year)
- Desktop Support (5 years)
- Service Desk (5 years)
- Help Desk (5 years)
- Active Directory (5 years)
- Tech Support (5 years)
- Helpdesk Support (5 years)
- Macintosh (8 years)
- SCCM (2 years)
- Apple (8 years)

- Linux (3 years)
- TCP/IP (6 years)
- Microsoft Windows (10+ years)
- DNS (6 years)
- DHCP (8 years)
- LAN (8 years)
- Operating Systems (10+ years)
- Microsoft Exchange (2 years)
- System Administration (2 years)
- VMWare (4 years)
- Network Support (7 years)
- OSPF (1 year)
- PowerShell (4 years)
- Cisco Routers (2 years)
- Network Monitoring (4 years)
- Network Firewalls (4 years)
- Microsoft Windows Server (5 years)
- Okta (1 year)
- SQL (Less than 1 year)
- ServiceNow (1 year)
- ITSM (2 years)
- Network Administration (1 year)
- Shell Scripting (Less than 1 year)
- Wireshark (2 years)
- MySQL (Less than 1 year)
- Google Chromebooks (3 years)
- VirtualBox (3 years)
- VPN (5 years)
- SSH (3 years)
- VoIP (5 years)
- EIGRP (1 year)
- Azure (1 year)
- Remote Access Software

## Links

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<http://www.linkedin.com/in/kyle-walker-288052bb>

## Additional Information

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IT professional with +5 years experience & customer service background

Associate of Technical Arts in Network Technology, industry certifications, near completion.

Works well under pressure, on a team, or individually.

Experience providing support in the field, deskside, and remotely.

### Technical Skills

#### Software:

Visual Basic, Python, Spiceworks, .NET Framework, Web Helpdesk, MS Office Pro, LibreOffice, Apache OpenOffice, Google Apps Suite, Google Sites, Active Directory, Microsoft Exchange, Microsoft Azure, Notepad++, Windows PowerShell, Mac Terminal, SSH client software (PuTTY, Tera Term), Wireshark, Cisco Packet Tracer, Exchange Server, MS Outlook, Adobe Creative Suite.

#### Hardware:

Workstation Server, Rack Server, Desktop, Notebook, Macbook, Chromebook, Tablet, Smartphone, Printer, Scanner, FAX, Router, Switch, IP Phone, Patch Panel, Wireless Access Point, Bluetooth, Structured cabling, Ethernet TIA 568B Termination.

#### Operating Systems:

Windows, Windows Server 2008 & 2012 R2, Mac OS X, Apple iOS, Debian Linux, Fedora Linux, Chrome & Chromium OS, Cisco IOS

#### Networking:

Cisco router & switch configurations, TCP/IP, TCP & UDP, OSI Model, IPv4 & IPv6, Subnetting, Dynamic routing protocols (OSPF & EIGRP), Static Routing, VLANs, STP, Etherchannel, PPP, Network Hardening and Security, SNMP, DNS, NAT, High-Availability, Redundancy, PPP, Frame Relay, VPN, Proxy servers, Troubleshooting.

#### Relevant Strengths:

Technical Communication

Maintenance & Debugging

Collaboration & Teamwork

Process & Concept Documentation

Execution & Results

Information Architecture

Attention to Detail

Troubleshooting Processes

Team Leadership

Professional references available upon request.