Kyra Nightingale

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EDUCATION

University of California, Santa Barbara (UCSB)   Graduation: Mar 2018
B.A. in Film & Media Studies
- Relevant Coursework: Introduction to Computer Science, Problem Solving with Computers I and II, and Foundations of Computer Science
- Languages: HTML, C, C++, Python, Javascript

Apple Repair Technician   Aug 2020 - Jan 2021
Mobile Kangaroo
- Diagnosed hardware and software issues, notating key information for coworkers to reference.
- Efficiently performed a variety of hardware repairs on multiple generations of MacBooks.
- Checked-in customers, answered phone calls, and responded to customer questions and inquiries.

Windows Upgrade Specialist   Nov 2019 – Mar 2020
University of California - Santa Barbara
- Communicated with clients to coordinate upgrades to minimize disruption of their work.
- Adapted to a wide variety of clients, hardware, software, and unexpected complications.
- Navigated between 2 separate IT departments to locate and coordinate computer upgrades.

Systems Support Coordinator, I.T.   Jul – Oct 2019
Cottage Health
- Imaged, installed applications, backed-up and restored client profiles on new computers.
- Consulted with clients to determine applications and drivers needed for their new systems.
- Analyzed and troubleshooted client problems and concerns throughout the migration process.

Shipping Associate   Jan – Jul 2019
Outer Aisle Gourmet
- Coordinated with 10 team members to transport product and ship 1000+ packages a day.
- Multi-tasked in a fast-paced environment to ensure uninterrupted workflow.

Delivery Driver   Nov 2018 – Jan 2019
Amazon Delivery Service Partner - Logistic Resource Services
- Independently picked up, prepared, and loaded company vehicles for delivery.
- Followed navigation and maintained pacing in order to deliver 200+ packages by end of day.

Service Technician and Associate   Apr – Jun 2018
Ambertek Systems Inc.
- Responded to customer calls to provide technical support and log tickets to be resolved.
- Independently analyzed, diagnosed, and repaired printers, documenting parts and procedures.

Hardware Repair Technician   Jul – Oct 2017
iCaramba
- Communicated in a customer-facing role to lead 1-on-1 client consultations.
- Independently diagnosed and solved both new and familiar hardware and software problems.