

KAYLEE KHAOS

SUMMARY

I'm an experienced technician who works dependably under pressure. I'm proficient at multitasking and adapt quickly to changes. I love learning, building rapport with customers, and being part of a team. My background experience has shaped my love for combining great customer service and tech support.

SKILLS & ABILITIES

- Active Directory
- iOS/Android
- Windows/Mac OS
- LAN/WAN
- Software installation
- Antivirus, VPN
- Quickbooks, Salesforce, Zoom
- Policy Management
- Microsoft Hyper-V and Azure
- Computer imaging and deployment
- Microsoft Office 365 Apps/Admin
- Phone/Chat/Email Support
- MFA/Authentication
- Remote Desktops
- Connect Wise ticketing systems
- File Permissions

PROFESSIONAL EXPERIENCE

DESKTOP SUPPORT TECHNICIAN, ELEVATE TECHNOLOGY GROUP

September 2019 - August 2021

My assignment for this managed service provider was to provide technical support and customer service to a variety of non-technical users through chat, phone, and email. This included using ticketing systems, knowledge bases, and independent research to resolve issues for users in a timely fashion or escalate to our senior engineers if the problem exceeds my scope of support. I would assist with VPN, workstation imaging, hardware/software setup, MFA enrollment, password resets and troubleshooting devices such as printers. I was also the sole apple expert, due to previous experience with iOS and Mac.

CUSTOMER ENGAGEMENT REPRESENTATIVE, CINDER

March 2019 - August 2019

I was employed through Cinder to help a small business get up and running as a combination banking/tech support expert. I was trained to perform wire transfers, handle issues with debit cards, as well as preventing fraud or phishing attempts. I also helped users diagnose and troubleshoot bugs with the banking app/website.

SENIOR TECH SUPPORT SPECIALIST, CONDUENT

November 2017 - March 2019

Provided tech support as a senior-level advisor for a multi-billion dollar tech

business. I ran various forms of structured training for new hires, organized company events, and created training material. I specialized in iOS/Mac OS and was trusted to resolve advanced technical issues while building rapport lifelong customers. Additionally, I ran diagnostics and worked closely with their engineers to fix software issues with computers or cellphones.
