# **Kole Armstrong**

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Experience

***Support Technician Tier 2 Specialist, Networx, Inc., Las Vegas, Nevada***

***December 2019 – October 2020***

***Responsibilities***: Provide direct support for Tier 1 techs. Work with other team members to roll-out hardware and software upgrades; test/implement new equipment and services. Follow up with customer to ensure problems are resolved successfully/satisfactorily. Assist in configuring network devices and deployment. Comfortable and capable of troubleshooting and solving almost any complex issue that may affect a small to medium sized business

***Helpdesk Consultant, Miles Technologies, Reno, Nevada***

***June 2019 - November 2019***

***Responsibilities:*** Provide frontline technical support, documentation and consultation for our clients. Work directly with end users to support issues and create recommendations for any new opportunities that I uncover. Work with a wide range of equipment such as workstations, servers, networks, printers and phones. Provided high end level one technical support and customer service.

***Material Flow Lead, Tesla, Reno, Nevada***

***March 2018-February 2019***

***Responsibilities:*** Manage and improve material flow processes with focused emphasis being on inventory accuracy and proper 5S’ing. Work hand in hand with the production team to ensure processes are being followed. Coach associates on proper workflow and safety procedures. Ensure my team is transacting inventory accurately and efficiently. Ensures team is accurately counting materials used in our Manufacturing lines and warehouse locations. Locate and identify inventory discrepancies. Research root causes of those said discrepancies. Long term process improvement.

***Material Handler, Tesla, Reno, Nevada***

***November 2017-March 2018***

***Responsibilities:*** Bring materials from designated areas to/from production floor using walkie riders and any other means of conveyances. Very well versed in MOS on finding inventory and managing it. Using MOS to input and receive inventory. Transporting raw, finished goods and scrap materials to their designated locations.

***Fulfillment Associate/Problem Solver, Amazon, Reno, Nevada***

***July 2016-September 2017***

***Responsibilities*:** Guide stowers and receivers through the proper way of doing said process. Fix a wide range of items that come into the warehouse that aren't correctly shipped. Handle difficult inventory problems such as having no proper shipping tags. Certified to drive a few different pieces of PIT equipment. Have an excellent understanding of how the shipping and receiving process work.

Education

**High School Diploma**, ICDA High School, Reno, Nevada

2012-2015

Graduated a year early as a Junior.

Graduated as class salutatorian with high honors.

3.8 GPA

**Undergraduate,** Nevada-Technology Academy, Reno, Nevada

2019-2020

Majored in Cybersecurity

Have completed classes in A+, N+, Sec+, CySA+, VMWare, Linux+ and PowerShell.   
  
Core Skills

* Windows
* Servers
* Networking
* Virtualization – VMware and Hyper-V
* Active Directory

References

**Scott Rowland,** Former Supervisor at Networx, Inc. (702) 600-7437  
**Kyler Ohl,** Former Supervisor at Networx, Inc. (702) 469-0095

**Joe Bourgeois**, Former Supervisor at Tesla (518) 560-9364

**Skyler Lewis**, Former Supervisor at Tesla (530) 903-0609