Ka	lea	W	O	lff

https://github.com/CosmicCandi | 812-305-8115 | kalea.wolff@gmail.com

Professional Attributes

Integrity

Accelerated Learning

Curve

Technology/Globaliz atio

n Installation

Strong Communicator

Problem Solving

Troubleshooting

Team Player

Personal Attributes

Creative

Persistent

Self-Starter

Resourceful

Education

The Iron Yard

ITT Technical Institute Associates of Applied Science in Computer Networking Systems

Certifications

Dell Certified Repair Technician IBM/Lenovo Certified Repair Technician

Military Service

United States Air Force Honorable Discharge

Skills

Ruby/Ruby on Rails, HTML5, CSS3, BootStrap, SASS PostgreSQL, SQL, Sinatra, JavaScript, jQuery, GitHub

Experience

The Iron Yard, Indianapolis, IN

Back-End Engineering (Ruby/Ruby on Rails)

- Learned foundations of Back-end Engineering in an intensive and immersive environment
- Daily and weekend projects mimic agile development techniques

World Wide TechServices, Evansville, IN

Field Service Technician

• Perform on-site warranty repair for Desktops, Laptops, and Televisions

Apex Systems, Inc.

Astra Zeneca, Mt. Vernon, IN

PC Refresh/Help Desk Associate

- Image machines per site requirements
- Perform business as usual troubleshooting and break/fix support

St. Mary's Hospital, Evansville, IN

Dell Project Team Technician

- Image equipment per hospital requirements
- Install/replace equipment at specified locations
- Perform troubleshooting and break-fix solutions along project guidelines
- Verify machines encrypted

Mitchell International for Volt, Evansville, IN

Software Installation Technician

- Make outbound calls to Auto Body Repair shops to install software required for the insurance adjustment process
- Keep appointments for installation with points of contact

Vantiv, Evansville, IN

Help Desk Specialist I/II

- Assist with all aspects of technical support, including on-site visits as needed
- Answer incoming customer inquiries via telephone and work order system
- Review and resolve case tickets in the group queue on a daily basis.
- Follows through on all outstanding case tickets

2015-2016

2017

2015

2014

2013

2009-2013