

Kalea Wolff

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<https://cosmiccandi.github.io> | <https://github.com/CosmicCandi>

Skills

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

Experience

Professional Attributes

- Integrity
- Accelerated Learning
- Technology
- Strong Communicator
- Problem Solving
- Troubleshooting
- Team Player

The Iron Yard, Indianapolis, IN

2017

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

Personal Attributes

Creative
Persistent
Self-Starter
Resourceful

World Wide TechServices, Evansville, IN

2015-2016

Field Service Technician

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

Apex Systems, Inc.

2015

Astra Zeneca, Mt. Vernon, IN

PC Refresh/Help Desk Associate

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

Education

The Iron Yard

ITT Technical Institute
*Associates of Applied
Science in Computer
Networking Systems*

St. Mary's Hospital, Evansville, IN

2014

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

Certifications

Dell Certified Repair Technician
IBM/Lenovo Certified Repair Technician

Mitchell International for Volt, Evansville, IN

2013

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

Military Service

United States Air Force
Honorable Discharge

Vantiv, Evansville, IN

2009-2013

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