Kalea Wolff

(812) 305-8115 | kalea.wolff@gmail.com

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

Professional Attributes

Integrity
Accelerated Learning Curve
Technology/Globalization 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 — 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

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

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

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

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