

## **Devin Kennedy**

Beaver Dam,

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## **Objective**

IT student pursuing dual AAS degrees in **Networking** and **Cybersecurity** at Moraine Park Technical College. Seeking an **IT Help Desk, Technical Support, or Network Intern** role to apply classroom knowledge in troubleshooting, system support, and network administration while continuing studies.

## **Education**

### **Moraine Park Technical College – Fond du Lac, WI**

*Associate of Applied Science, IT – Network Specialist (Expected 2027)*

*Associate of Applied Science, IT – Cybersecurity Specialist (Expected 2027)*

Relevant Coursework: Networking Fundamentals, IT Essentials, Windows OS, Security Principles

### **Beaver Dam High School – Beaver Dam, WI**

High School Diploma, 2014

## **Technical Skills**

**Operating Systems:** Windows, Linux (Debian, Mint, Kali), MacOS

**Networking:** LAN/WAN, TCP/IP, DNS, DHCP, Router & Switch Configuration

**Software & Tools:** Microsoft 365, Word, Excel, Ticketing Systems

**Hardware:** Printer Configuration, Device Setup, Troubleshooting

**Security:** CIA Triad, Threat Identification, Access Controls (in progress)

## **Work Experience**

**Print & Marketing Associate** — *Staples, Beaver Dam, WI*

*Aug 2025 – Present*

Supported network-connected printers and digital systems; troubleshoot software, file, and hardware issues.

Used a ticketing system to manage and prioritize service requests, reinforcing IT workflow familiarity.

Delivered reliable technical support and maintained quality under tight deadlines.

**Bindery & Machine Operator** — *Walsworth, Ripon, WI*

*Jan 2023 – Oct 2024*

Operated and maintained automated machinery; promoted through multiple positions for accuracy and reliability.

Collaborated with team members to meet production deadlines and ensure quality control.

**Sales & Assistant Department Manager** — *Menards, Beaver Dam, WI*

*May 2016 – Jun 2021*

Managed up to 15 employees across multiple departments; scheduled, trained, and supervised staff.

Built leadership, communication, and problem-solving skills transferable to IT support roles.

**Additional Experience** — *Various Leadership & Service Roles (2011–2024)*

Managed operations, trained staff, and ensured process accuracy under pressure.

Developed strong communication, teamwork, and multitasking skills through customer-focused roles.

**Soft Skills**

Communication - Customer Service - Team Leadership - Time Management • Problem Solving