

Evan J. Kirkland

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OBJECTIVE

Help Desk Analyst

IT professional with more than two years of Client Relation Services (CRS) experience combined with customized desktop and networking solutions for small and medium-sized enterprises.
Efficient at troubleshooting hardware, software, and connectivity issues both remotely and on-site.

TECHNICAL ACUMEN

OS/Platforms	Windows 7/8/10, iOS, Linux
Applications/Tools	Office 365 Suite, Windows Security Center, Adobe Creative Suite, MS Active Directory, Citrix, Remedy Ticket System
Networking	Cat-5/6 Cabling, TCP/IP Protocols, P2P Networks, LAN/WAN/VLAN, VoIP
Hardware	Desktops, Laptops, Tablet, VoIP (Cisco), Printers, Routers, Modems, Server

EXPERIENCE

Production Engineer, Herbivore Botanicals

Maintain production process for Herbivore Botanicals products via production line machinery.
Maintain and configure automated software for production machinery.

Help Desk Analyst, Evocati Group Corporation

Monitored, diagnosed, and resolved issues with hardware, software, network connectivity, operating systems, and the internal proprietary application utilizing the Evocati management system.
Administered and supported mission-critical Microsoft and applications.
Provided chat, e-mail, and remote desktop service to internal and contracted user groups.
Triage trending incidents, and planned long-term resolution strategies for proactive mitigation.

Operations Manager, Bang Bang Café

Supervised daily operations in a mid-sized enterprise including scheduling, payroll, POS maintenance and operations, inventory/cost control, supply chain and logistics in a highly active environment.

Lead Barista, Joelle's Espresso Café

Managed staff of baristas, maintain employee timetable process, POS operations, bookkeeping, and inventory/cost control.

Barista, Starbucks Coffee Company

Educated customers on the superior quality of Starbucks products and services. Weighed, ground and packed coffee per customers' orders according to company guidelines. Sold and served baked goods and miscellaneous food items to customers.
Ensured that all customers were educated on products and services. Maintained the highest quality, consistent product standards.
Followed all drink recipes and procedures. Passed monthly re-certifications in a timely manner.

EDUCATION

- Google: Google IT Support Professional Certificate
- Cisco Networking Basics Certificate