

# Kyle Parks

## IT Professional | Front-End Software Engineer

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## Relevant Experience

### Client Support Technician | Northern Quest Resort & Casino

August 2021 - October 2022

- ▷ Mentor junior client-support IT team members and create best-practice documentation.
- ▷ Ensure completion of client-support tickets and document resolution and follow-up tasks.
- ▷ Manage Office 365 Licenses (E1, E3), and Adobe Licenses.
- ▷ Lead high-visibility projects such as office moves and cross-property new equipment deployments and aid property clients with timely, thorough troubleshooting.
- ▷ Perform basic networking, SCCM deployments, and maintain workstations and LAN performance and assist Applications and Networking teams with project deployments.
- ▷ Monitor and notate high-priority PCI documentation.
- ▷ Create and Maintain active Directory Permissions, Group Policy, Data Integrity in SQL Databases.

### Outside Operations Assistant Manager | Yesco

February 2017 - November 2020

- ▷ Lead coordination efforts with public entities on upcoming projects, city permits, parking permits.
- ▷ Collaborate with the Outside Operations Manager to manage projects by holding daily meetings to discuss upcoming work and provide proactive support to team members.
- ▷ Maintain transportation database and train new hires on DOT regulations as Fleet Management for the Rocky Mountain Region.
- ▷ Plan employee schedule for a team of 15, considering employee skill sets, preferred job types, requested vacation and sick days.

## Education

### University of Washington | Coding Bootcamp

December 2022 - Current

### North Idaho College | Computer Science courses

February 2018 - March 2019

## Skills & Tools

### IT & Customer Support

- ▷ ServiceDesk
- ▷ Windows 7, 8, 10, 11 troubleshooting
- ▷ Windows 2019 server
- ▷ Active Directory, Group Policy
- ▷ LAN/WAN Configuration
- ▷ POS management
- ▷ IT A/V
- ▷ Customer Service
- ▷ Asset Management & Procurement
- ▷ Issue Prioritization, Resolution, Escalation & Documentation

### Software Engineering

- ▷ HTML
- ▷ CSS
- ▷ JavaScript
- ▷ React
- ▷ Node.js
- ▷ MySQL
- ▷ jQuery
- ▷ Gatsby

## Certifications

### CompTIA A+ Certified

08/2022 - Exp: 08/2025