Kyle Parks

IT Professional | Full Stack Developer

✉ kcparks1234@gmail.com ☎ +1 (760) 616-4015 ✎ github.com/goobber33

Relevant Experience

MSP Field Technician | *Intermax Networks*
December 2022 - Current

- Manage over 150+ Clients. Tier 2
- Assigned Service Orders to assist clients in troubleshooting problems.
- Manage Office 365 Licenses and Adobe Licenses.
- Troubleshoot Firewall issues, whitelisting requested websites
- Remotely manage computers. Manage anti-virus, patch management, and to view issues with client machines and servers. In charge of cleaning up the dashboard.
- Manage Exchange Server for clients
- Create and Maintain active Directory Permissions, Group Policy, Data Integrity in SQL Databases.

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.

Education

University of Washington | *Coding Bootcamp*
December 2022 - Current

North Idaho College | *Computer Science courses*
February 2018 - March 2019

Skills and Tools

Software Engineering
- HTML
- CSS
- JavaScript
- React
- Node.js
- MySQL
- Node.js
- Express.js

IT & Customer Support
- Firewall
- Windows 7, 8, 10, 11 troubleshooting
- Windows 2019 server
- Active Directory, Group Policy

  LAN/WAN Configuration
- IT A/V
- Customer Service
- Asset Management & Procurement
- Issue Prioritization, Resolution, Escalation & Documentation

Certifications

CompTIA A+ Certified
08/2022 – Exp: 08/2025