

Isaiah King

FULL STACK DEVELOPER & IT
SUPPORT SPECIALIST

Details

Atlanta
United States
9432166636
isaiahking2120@gmail.com

Links

[GitHub/IsaiahKing2120](#)

Skills

JavaScript (ES6+)
HTML5
CSS3
React.js
MongoDB
Basic Router/Switch Config
Hardware/Software Installation
OS Imaging
System Monitoring

Profile

Dynamic IT Support Specialist and Full-Stack Developer with 4 years of experience driving operational excellence and enhancing user satisfaction. Expertise in troubleshooting complex technical issues, managing support operations, and developing efficient web applications. Strong analytical problem-solving abilities complement a collaborative approach to teamwork. Committed to continuous skill enhancement and delivering impactful solutions that foster positive user experiences. Ready to leverage proficiency in JavaScript and web development to contribute to innovative projects.

Employment History

IT Support Lead, KFC

SEPTEMBER 2022 – JULY 2025

- Led IT support operations for POS, kiosks, and backend systems, reducing downtime by 30%.
- Managed escalated tickets, ensuring SLA compliance and customer satisfaction.
- Trained and mentored junior support staff, fostering technical skill growth.
- Coordinated with vendors for hardware replacements and software patches.
- Implemented proactive monitoring tools, enhancing system performance and reliability.
- Streamlined support processes, improving ticket resolution times by 20%.
- Conducted regular training sessions on emerging technologies, boosting team knowledge.

Help Desk Technician, Del Taco

DECEMBER 2019 – SEPTEMBER 2022

- Provided Tier 1 & 2 technical support for POS systems, employee workstations, and network devices.
- Managed installation, updates, and troubleshooting of hardware and software to ensure operational uptime.
- Delivered remote and in-person support, achieving a 25% improvement in resolution time.
- Documented recurring issues and solutions, streamlining future support cases.
- Collaborated with cross-functional teams to enhance system performance and user experience.

Education

High School Diploma, Grayson High School, Loganville, GA, Loganville

JANUARY 2019

IT Support Certificate, Google

Full Stack Developer Professional Certificate, IBM

ITF+, CompTIA

A+, CompTIA