

Kiplin Calahan

kipcalahan@gmail.com

956-537-8413

<http://www.kiplincalahan.com>

<https://www.linkedin.com/in/kiplin-calahan/>

Experienced Help Desk Technician adept at resolving hardware, software, and network issues efficiently. Strong multitasker with excellent communication skills and a dedication to customer satisfaction. Committed to staying updated on the latest technology trends.

Certifications

- CompTIA A+ Certified
 - Working towards CompTIA Network+ Certification
-

Professional Experience

Valley Tech Services

December 2023 - Present

Part-time Help Desk Technician

Provide support for 50+ field users including but not limited to AD Password resets, VPN issues, Okta account troubleshooting, remote software troubleshooting via TeamViewer.

EVO Conversion Systems, LLC

July 2022 - December 2023

Operations Manager

Oversaw daily operations of a manufacturing facility, coordinating with cross-functional teams to ensure production targets were met and quality standards were maintained.

Managed LAN/WAN network, installed and managed computer and printer hardware.

Developed and implemented efficient operational processes that resulted in a 20% increase in productivity and a 15% reduction in operational costs.

Valley Tech Services

August 2021 - August 2022

Help Desk Technician

Provide technical assistance for issues related to network, hardware, and software.

Install, configure, and maintain computer systems, including operating systems, software applications, and peripheral devices.

Collaborate with cross-functional teams to diagnose and resolve IT infrastructure issues, ensuring minimal downtime.

H-E-B

May 2016 - August 2021

Customer Service Specialist

Maintained a high level of product knowledge to provide accurate and detailed information to customers.

Resolved customer complaints effectively by listening attentively, empathizing with their concerns, and offering appropriate solutions.

Provided excellent customer service by promptly addressing customer inquiries, complaints, and issues.

Education

Bachelor of Science in Entomology January 2018 - December 2022

Texas A&M University at College Station, TX