

Kira Emmett Buck

Skills and Demonstrated Leadership

- Helpdesk support and 24/7 on-call
 - HTML5, CSS, JavaScript (Basic), Git, GitHub
 - Windows, ActiveDirectory, Microsoft 365
 - Windows Server, Hardware & Software support
 - Ability to work in fast-paced settings
 - Basic Python, SQL, and Database Management
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Education

Bachelor of Science in Criminal Justice • Southern Wesleyan University • Central, SC - May 2016

GPA: 3.74/ 4.0 • Dean's List (6 semesters)

Applied Associate's in Software Development • Ivy Tech Community • Lafayette, IN - In Progress

Courses completed:

INFM 109: Informatics Fundamentals

SDEV 120: Computing Logic

DBMS 110: Database Design & Management

SVAD 150: Cloud Foundations & AWS Certification (AWS Certification obtained)

SDEV 140: Intro to Software Development

SDEV 153: Website Development

SDEV 220: Software Development - Python

Related Work Experience

911 PC Technician: Tippecanoe County Government • Lafayette, IN

July 2022 - Present

- Serve as first line of response to calls for assistance with computer hardware, software, and printers
- Perform diagnostics, identify problems, make repairs, or contract appropriate vendors for service as needed
- Provide support for hardware and software on Public Safety Network, both physical network and virtual
- Train users regarding personal computer operation and software applications as needed
- Install and configure personal computers and software as needed, install wiring as appropriate
- Work with vendors to report issues, implement solutions, and conduct follow-up as necessary
- Update and upgrade hardware and software as needed
- Assist other surrounding police, fire, and emergency service providers in technical support as needed
- Assist in maintenance of 911 servers and databases for County and multi-jurisdictional computer network

Other Work Experience

Juvenile Intake Probation Officer: Tippecanoe County • Lafayette, IN April 2017 - June 2022

- Research legal history using multiple databases
- Interview juveniles and offense victims and conduct informal investigations
- Thoroughly explain complex terms and difficult policies
- Write professional and comprehensive reports for court
- Attend and testify in court hearings as needed
- Work in a fast-paced environment
- Make court level decisions with minimal supervision
- Supervised a 30+ juvenile/family caseload in English and Spanish

Case Manager: Wabash Valley Alliance, Inc. • Frankfort, IN June 2016 - September 2016

- Provided skills training and development for all assigned clients
- Conducted DCS reports as a child advocate
- Performed school-based casework as necessary
- Interacted with clients in homes that represent poverty
- Utilized proficient communication skills to deescalate irate clients

Title 1 Paraprofessional: Lafayette School Corporation • Lafayette, IN Sept 2016 - April 2017

- Assisted disadvantaged children to meet high academic standards
- Carried out the lesson, plans, and instructional support activities provided by Title 1 teacher
- Facilitated discussions with students to aid in providing critical thinking skills
- Communicated with and translate for Spanish speaking students

Lead After School Care Counselor: YMCA • Lafayette, IN Sept 2016 - April 2017

- Provided after school care for school-age children at Wea Elementary School
- Demonstrated high level of safety and supervision of children at all times Created, facilitated, and engaged children in fun activities to keep them occupied Handled any unruly behaviors and communicated with parents and supervisors

Criminal Justice Work Study: Southern Wesleyan University • Central, SC Aug 2013 - May 2016

- Worked on campus for 10-20 hours per week while completing bachelor's degree
- Handled confidential student information (grading and advising)
- Learned to navigate departmental and academic policies and procedures
- Aided faculty in curriculum and program development
- Served as teaching assistant through classroom lectures and support

Intercollegiate Athlete: Southern Wesleyan University • Central, SC Aug 2012 - May 2016

- Participated in both cross country and track & field while completing degree
- Received scholarship toward tuition
- Devoted 20+ hours per week to athletics while carrying full course load and work study job
- Gained valuable time management skills, leadership, and team-building experiences