Kimberly Cano

IT Field Technician

Technical Support Specialist & Infrastructure Support

Chicago, IL | (773) 270 - 0177 | Kim@kimtechhq.com

OBJECTIVE

Transitioning IT Field Technician with enterprise-scale support experience into Security Operations (SOC), leveraging hands-on skills in endpoint/network troubleshooting, log analysis, and cybersecurity coursework.

EXPERIENCE

Field Technician — Alltech Solutions, Pathways in Education, Chicago, IL *February 2022 - Present*

- ➤ Act as primary point of contact for 200+ staff and 1500+ students on all technology issues
- ➤ Configure and maintain network hardware, printers, and user workstations
- ➤ Collaborate with local/remote teams to ensure zero downtime during rollouts

HandyMan Apprentice — Northside Remodeling LLC, Chicago, IL *MAY 2014 - February 2022*

- ➤ Assisted with electrical and networking installations across various client projects
- ➤ Developed customer service and negotiation skills through direct client contact

Office Assistant (Volunteer) — George Westinghouse College Prep, Chicago, IL

JANUARY 2016 - DECEMBER 2018

- ➤ Streamlined office operations by managing attendance records, organizing files, and creating efficient systems.
- ➤ Known for reliability, detail orientation, and collaboration

Volunteer — Red Door Animal Shelter, Chicago, IL *August 2019 - August 2020*

- ➤ Coordinated animal care and transportation logistics, ensuring smooth communication with veterinary staff.
- ➤ Strengthened organizational and planning skills while managing multiple responsibilities.

CERTIFICATIONS

- ➤ **Computer-Aided Design (CAD) Basic Certificate**
- ➤ **Cybersecurity Basic Certificate (Associates Coming Spring 2026)**

SKILLS

Technical & Problem-Solving

- ➤ Diagnose and resolve IT issues across Windows/macOS environments, Linux-based systems, and IoT devices to improve resolution times and user satisfaction
- ➤ Configure and troubleshoot network hardware (APs, switches, printers) and user endpoints.
- ➤ Translate technical problems into user-friendly guidance, reducing repeat support requests
- ➤ Tools & Technologies: Windows 10/11, macOS, Linux (Ubuntu/Kali, CLI), Microsoft 365, Google Workspace, Unifi, Cisco, Peplink, networking (DHCP, DNS, APs), CAD software, IoT devices, printers/scanners, remote support tools (TeamViewer, AnyDesk), ticketing systems

Organizational & Collaboration:

- ➤ Streamline workflows to enhance efficiency and productivity.
- ➤ Built rapport with staff by providing consistent, empathetic tech support and follow-up
- ➤ Adapting communication styles to suit diverse audiences, including technical and non-technical individuals.

Language

- ➤ ENGLISH - Fluent
- ➤ SPANISH - Native Speaker

EDUCATION

Highschool Graduate:
George Westinghouse College Prep, Chicago, IL

September 2015 - June 2019

Dual Enrollment CAD Certification Completed:
City Colleges Chicago, *Jumpstart2Jobs*

August 2018 - May 2019

Coursework in Computer and Electrical Engineering: Illinois Institute of Technology, Chicago, IL

August 2019 - June 2020

Cybersecurity Associates: *In Progress*
Chicago City Colleges

August 2023 - Present (Expected Completion Spring 2026)