

# Kimberly Cano

## IT Field Technician

### Technical Support Specialist & Infrastructure Support

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

#### SUMMARY

IT Field Technician turning real-world school network ops into a cybersecurity career focused on prevention, detection, and response. Aiming to transition into a SOC/blue-team role where I can turn practical IT experience into measurable security wins.

#### EXPERIENCE

##### Field Technician — Alltech Solutions, Pathways in Education, Chicago, IL

February 2022 - Present

- Act as primary point of contact for 100+ staff and 1500+ students on all technology issues.
- Configure and maintain network hardware, printers, and user workstations.
- Persistent in finding a timely solution to any tech issues a school may face.

##### 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

- Helped 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, 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)