

Kyle Robinson

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Objective: Dedicated professional with a background in customer service and technical support, seeking a role to utilize strong communication skills, problem-solving expertise, and a commitment to delivering exceptional service.

Education:

High School Diploma

The Clinton School

Graduation Date: June 2019

Bachelor of Science in Computer Science, Minor in Business Administration

The State University of New York at New Paltz

Graduation Date: December 2024

Skills:

- Strong communication and interpersonal skills
- Proficient in handling multi-line phone systems and email correspondence
- Experienced in resolving customer issues with patience and professionalism
- Knowledge of ticketing systems and troubleshooting IT-related issues
- Adept at maintaining organization in a fast-paced environment

Professional Experience:

Fulfillment Associate

R2Net, New York, New York

Nov. 2024 – Current

- Coordinate the receipt and organization of incoming shipments, ensuring timely placement in designated areas.
- Assist the team with processing and fulfilling purchase orders, maintaining accuracy and efficiency.
- Provide administrative support to the department manager, including handling daily office tasks and overseeing general operations.

Help Desk Associate Intern

SUNY New Paltz, New Paltz, New York

Jan. 2023 – May 2023

- Assisted students, faculty, and staff with IT-related inquiries and technical issues, providing step-by-step guidance to resolve problems.

- Managed the university's ticketing system, ensuring timely responses and resolution to a high volume of service requests.
- Triaged issues and escalated complex problems to senior IT staff when necessary.
- Answered multi-line phones, responded to emails, and provided in-person assistance at the help desk.
- Collaborated with senior IT staff to identify system issues and successfully implemented improvements, resulting in a reduction in incident resolution times.
- Documented system processes by creating a comprehensive user manual and tutorial for internal staff and end-users.