| Joshua Kyle Edl  Kyle has been working in the IT field for 5 years. He has a deep knowledge of front end development and hardware/software troubleshooting. | 324 Barcelona Drive APT 18C  Fayetteville, NC 28303  **(803) 646-8117**  **kyleedl92@gmail.com** |
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| EXPERIENCENEC Corporation, Remote— IT Support Technician2021 - PRESENT - Deploy the new Point of Sale operating system for 7Eleven and troubleshoot any issues that arise due to the transition  - Develop internal applications for streamlining the production and service desk workflow in PowerShell, Batch, and Python  - Communicate with internal and external customers on new and ongoing issues related to the IT department to discover a resolution  - Troubleshoot issues with stores' RF Scanners, Point of Sale desktops, and ISP's, and approve replacements for faulty devices  - Analyze data from stores' logs with MongoDB to assess IT problems that may need attention  - Create and maintain support tickets within Jira and ServiceNow to document and record every interactions at all levels Bell Techlogix, Remote— *Service Desk Analyst*2020 - 2021 - Create and maintain support tickets within ServiceNow and Footprints to document and record every interactions at all levels for a dozen clients  - Maintain user data within the Active Directory for clients and their employees  - Utilize Bomgar and Remote Desktop to gain access to client computers to be able to troubleshoot IT related issues Unisys, Augusta, GA — *Data Analyst*2019 - 2020 - Write up to date Knowledge Base articles within ServiceNow  - Troubleshoot issues with stores' RF Scanners, Network Switches, Access Points, and Fuel Controllers  - Create and maintain support tickets within ServiceNow to document and record every interactions at all levels  - Perform data analysis to ascertain issues within the IT department  - Perform daily audits of internal databases and correct any inconsistencies and faults located USC Aiken, Aiken, SC — *Software Developer*2018 - 2019 - Enter student information into a master database  - Utilize for HTML, CSS, JavaScript, PHP, and SQL to maintain the university website and create other single-purposes web fronts  - Use C# and XAML to create and maintain an application for university staff that was pushed to all eight of University of South Carolina's campuses  - Create an application with Java to check students in and out of university events by swiping Student ID's Programming Portfolio <https://kyleresu.me> | SKILLS  * - Git - Azure Active Directory - ServiceNow - Data Analysis - MongoDB - Remote Desktop Protocol - Programming - Microsoft Office Suite  Programming Languages -PowerShell - Batch - Python - C# - Java - XAML - PHP - SQL - HTML - CSS - JavaScript - ReactJS |