Kyle Offutt

Elyria, OH 44035

(440)723-4345

koffutt@offitinfinity.tech

**SUMMARY:** Experienced level 1 support technician looking to grow in field of technology systems. Familiar with multiple major operating systems, protocols, and services.

**Education**

Lorain County Community College (Elyria, OH)

* **CyberSecurity Bootcamp I** - Cybersecurity Specialist Technical Certificate **December 2024**
* **Computer Maintenance and Networking** - Associates of Applied Science **December 2023**

**Skills**

**Hardware**: Laptops, Desktop Systems, Servers

**Operating** **Systems**: Windows (10/11, Server 2019/22), Linux (Debian, Fedora), MacOS, iOS

**Software**: Hyper-V, Microsoft Office 365

**Networking**: Remote Desktop, LAN, Network Shares, VPN, Firewalls, Docker, DNS

**Programming Languages:** C++, Python, HTML

**RELEVANT COURSEWORK**

* PreCalculus
* Digital Electronics
* Electrical Circuits
* A+ Certification Prep
* Advanced Network Installation and Diagnostic
* Data Communications

**Certifications:** TestOut Client Pro, TestOut PC Pro, TestOut Linux Pro, McDonald's OTP1

**Employment**

**Lorain County Community College** *Core:tech Customer Support* (Elyria, OH) 2021-Current

• Provide basic Help Desk Support and Computer Repair

• Reset and Diagnose PC's

• Assist students with Software Installation and Technology Purchases

**MCPC** *Systems Imaging Specialist* (Berea, OH) 2020-2021

• Quickly imaged multiple client PCs simultaneously.

• Primary technician for Project managing client mobile devices

• Participated in projects imaging Windows laptops and Chromebooks

**McDonald’s** *Crew Member* (LaGrange, OH) 2017-2020

• Worked in team of one to three in fast-paced environment.

• Performed multiple positions within multiple departments while supporting others.

• Ran kitchen: Closing, Sandwich making, Cleaning, Inventory