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| T  K | | Trevor  Kems | | | |
|  | | Technical Support Specialist | | | |
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|  | 515-468-9201 | |  | ABOUT ME | |
|  | [trevorkems@gmail.com](mailto:trevorkems@gmail.com) | |  |
|  | Winterset, Iowa | |  | A cyber security focused technical support specialist with experience in a team environment and customer service |  |
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| EducationCyber Security EngineeringIowa State University 2017-2021 High School DiplomaWinterset Senior High School 2013-2017 **extracurricular** Information Assurance Student Group  ISU Cyber Defense Competitions  ISU Hack-a-thon  Women in Cyber Security Mentor (2018-2019) Interests Hardware Hacking  Locksport  Physical Security  Non-destructive evaluation | | |  | Experience**Technical Support Specialist**Krell Institute - Ames, IA – May 2018 - Present Providing knowledgeable technical support along with infrastructure maintenance, security audits, and system administration.   * Windows Active Directory, MacOS, and Linux Administration * Drupal, WordPress, and native web site management * Staff and server infrastructure management, maintenance, and upgrades  **Information Technology / Audio Visual Support**Iowa State University, Memorial Union – Ames, IA – Sept. 2017 – May 2018 Worked with customers, event staff, and employees to provide an excellent event experience at the Memorial Union. Also worked with full-time staff to upgrade equipment and software   * Windows Active Directory, Windows Remote Management, and PowerShell * Event and meeting setup/teardown with audio and visual needs  **Cashier**HyVee - Ames and Winterset, IA – May 2016 – Aug. 2017 Provided excellent customer service while maintaining a high accuracy of duties.   * Maintained a high level of service even with challenging situations | |