

# Anthony Kays

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## SUMMARY

Results-driven IT Professional with experience in IT operations and End-User Support. Currently Serving as a Service Support Specialist at Delaware Department of Technology and Information (DTI), providing daily help desk support, troubleshooting, and incident management. Proficient at diagnosing technical issues and maintaining efficient communication with customers. Prior experience includes overseeing office network systems and hardware upgrades as Assistant IT Manager at Schmittinger and Rodriguez, and leading recruitment and sales strategies at Renewal by Andersen. Graduating with an Associate of Science in Information Technology & Networking, and holding multiple certifications including CompTia A+ and Testout PC Pro.

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## EXPERIENCE

### Service Support Specialist

Delaware Department of Technology and Information

October 2023 - Present, Dover, DE

- Provide day-to-day help desk support for DTI's customer base, ensuring smooth execution of Service Desk contact, problem, incident, and request management policies and procedures.
- Diagnose, troubleshoot, and track computer-related incidents, escalating unresolved issues to level 2 and level 3 support teams.
- Report incident status and system outages to customers, technical staff, and management, ensuring effective communication across all stakeholders.
- Maintain an accurate and up-to-date knowledge base repository, while logging incidents and resolution activities in a computerized tracking system.

### Assistant IT Manager

Schmittinger and Rodriguez

May 2023 - October 2023, Dover, DE

- Oversee internalized office network and servers
- Serve as help desk to associates, paralegals, and all office staff
- Updating outdated hardware and replacing with new standards
- Maintaining daily upkeep of all network components needed for the firm
- Managed network and system performance, conducting troubleshooting, security patching, and maintenance

### Event Marketing/Recruiter

Renewal by Andersen

June 2022 - December 2022, Dover, DE

- Employed sale strategies to create leads and engage a customer audience
- Retained knowledge of the product and distributed accurate information to incoming leads
- Facilitated with office resources to set leads in an orderly fashion, whilst keeping up-to-date records of lead information
- Conducted Phone Screens using a variety of software such as lever and greyscale whilst keeping high standards for applicants passed through

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## EDUCATION

### Associate of Science: Information Technology & Networking

Minor in Information Technology • Delaware Technical Community College • Dover, DE • May 2025

### High school diploma: Computer Engineering Technology

Polytech High School • Woodside, DE • May 2023 • 3.7

• Extracurricular Activities: Cyber Patriot (2020-2021)

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## CERTIFICATIONS

### CompTIA A+

December 2022

### Testout PC Pro

December 2021

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## SKILLS

IT Operations

IT Infrastructure Management

Networking

Troubleshooting

IT Hardware Support