

# DALTON HEVEL



## WORK EXPERIENCE

### AI Quality Rater

TELUS Digital | June 2023 - Present

Evaluated AI generated results and responses for quality across several different metrics.

- Great attention to detail
- Excellent skills in online research
- Knowledge of different AI models

### ITS Support Technician

Wichita State University | Oct 2021 - May 2023

Provided Tier 2 Desktop Support to university staff, faculty, and students while working alongside other departments such as Networking, Telecommunications, and Cybersecurity to ensure compliance.

- Managed systems using AD, MECM, and JAMF Pro
- Ongoing interaction with Cybersecurity to ensure system compliance
- Strong knowledge of different operating systems
- Assisted in network management
- Experience with IT ticketing system

### ITS Help Desk

Wichita State University | Sept 2021 - Oct 2021

Provided Tier 1 Help Desk Support to university staff, faculty, and students

- Was quickly moved to Desktop Support to better utilize my skills and knowledge

## Education

**BS Computer Science,**  
Wichita State University

Dec 2024

## Skills

- Excellent problem solving skills
- Superb critical thinker with ability to analyze information
- Enjoy working in a fast-paced environment
- Ability to work both independently and collaboratively
- Strong communication skills
- Outstanding multitasker
- Great customer service skills

## Certifications

- CompTIA A+
- IBM SkillsBuild Certifications
- MS Office Expert Word, Excel

## CONTACT



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