

Hailey H. Kim

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EDUCATION

University of Nevada - Las Vegas

December 2024

Bachelor of Science in Computer Science, Minor in Mathematics

GPA: 3.55/4.0

TECHNICAL SKILLS

Operating Systems: Linux, Windows, macOS

Networking & Infrastructure: TCP/IP fundamentals, DNS (A Record, CNAME), Wi-Fi & wired connectivity troubleshooting, network printer setup, IP configuration

Tools: Git, GitHub, Grafana, Google Workspace, Intercom, TeamDynamix

Languages: Python, C++, JavaScript

WORK EXPERIENCE

Customer / Tech Support Specialist

MagicDoor

Aug. 2025 – Present

- Diagnosed and troubleshoot technical issues by reviewing system logs and identifying root causes of user-reported problems.
- Supported customers with DNS configuration and troubleshooting, including assisting with A Record and CNAME setup and resolving related connectivity issues.
- Documented clear, step-by-step reproduction procedures to enable engineering teams to identify and fix issues.
- Created detailed bug reports and feature requests based on observed system behavior and customer feedback.
- Worked with engineers to validate fixes and confirm issue resolution in test environments.
- Simultaneously handled multiple requests, balancing technical troubleshooting with operational tasks in a dynamic support environment.

IT Lab Monitor

Aug. 2022 - Dec. 2024

UNLV Office of Information Technology

- Provided front-line IT support to students by troubleshooting software, hardware access, and network connectivity issues in a high-volume environment.
- Assisted with IP configuration, Wi-Fi and wired network troubleshooting, and network printer setup, including diagnosing port and cable-related connectivity issues.
- Managed device loan operations, including ticket creation, equipment check-out/check-in, and ensuring proper handling of returned devices.
- Supported campus IT operations during evening and weekend shifts in computer lab environments.

CERTIFICATIONS

- Google IT Support Professional Certificate In Progress
 - Technical Support Fundamentals Completed