**Kaitlyn E. Swenson**

15 Keyes Drive, Apt. 4 ● Peabody, MA ● (781) 941-6166 ● ks109@wellesley.edu

**Summary of Qualifications**

Ambitious, self-motivated individual with 4+ years of experience in Information Technology and customer service. Consistently recognized for positive demeanor and problem-solving skills used to rapidly and cost-effectively resolve challenging technical ­­­issues. Able to efficiently master new technology in both collaborative and self-directed settings. Strong ability to work with the public and present subjects to a diverse audience.

**Technical Summary**

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| Certifications: | CompTIA A+, CompTIA IT Fundamentals, Sophos Certified Engineer, MTA Networking Fundamentals, 3CX Basic Engineer, OSHA 10 General Industry, AHA CPR/First Aid |
| Networking: | Sophos XG Firewall, Dell SonicWall, Cisco routers/switches, DNS configuration, SOHO networking equipment, cabling |
| Operating Systems: | Windows 7/8.1/10, Windows Server 2012/2016; Mac OS; Linux including Ubuntu, CentOS and Kali; Cisco IOS, Android, Apple iOS |
| Software: | VMWare vCenter Server, Microsoft Exchange 2010/2016, Windows Active Directory, Microsoft Office 2016/2019, Adobe Creative Cloud, CPanel, Plesk, WordPress, Apache Web Server, Sophos Endpoint/Central Management, ConnectWise Manage/Automate, Replibit, Datto, Wireshark, PuTTY |
| Programming: | Python, HTML, CSS, C# |

**Education**

**Wellesley College** *Computer Science (Undeclared) – Wellesley, MA – 08/2020-Present*

**Essex North Shore Agricultural & Technical High School**  *Information Technology Services – Hathorne, MA – 08/2016-06/2020*

**Work Experience**

**iCode of Wellesley**

*STEAM Instructor – Wellesley, MA – 10/2020 - Present*

* Developed 30+ lesson plans for comprehensive afterschool programs and STEAM classes.
* Administered course material multiple times a week to classes of 10+ children to supplement private school education.

**Techevolution**

*Support Technician – Lynn, MA – 04/2019 - Present*

* Managed, maintained, and provided support for virtualization servers, network infrastructure and endpoint PCs in a data-center environment.
* Led email filter transition project with three coworkers during which 1000+ user mailboxes were migrated from Barracuda Email Filter to Sophos Email Security.
* Worked to decommission Exchange 2010 server and moved 20+ email domains to Exchange 2016 server.

**Staples, Inc.**

*Technology Sales Associate – Danvers, MA – 04/2018-12/2018*

* Maintained impeccable customer service standards while working in multiple departments simultaneously.
* Recognized as top sales employee during high-volume back-to-school season.
* Worked both individually and cooperatively with coworkers to ensure operational excellence.

**Essex North Shore Agricultural & Technical School**

*Information Technology Intern - Hathorne, MA - 06/2017-08/2017, 07/2018-08/2018*

* Personally recruited by school administration and granted high-level privileges over school database.
* Created and built schedules for vocational programs and a student/staff body of over 1400 individuals.
* Configured and troubleshooted Apple devices for incoming pupils and teachers such as iPads.