

Kade B. Sexton

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Technologically proficient IT support professional skilled in troubleshooting hardware, software, and network issues, providing exceptional customer service, and streamlining technical processes. Proficient in ticketing systems, remote support, and networking fundamentals, with a commitment to continuous learning and advancing in IT and cybersecurity.

EDUCATION

Bachelor of Science in Cybersecurity

Western Governors University

Expected Graduation: May 2026

PROFESSIONAL EXPERIENCE

Technical Support Specialist Denver, CO - DMM LLC. Nov. 2023- Jan. 2025

- Provided daily technical support, troubleshooting hardware and software issues for our downtown location to streamline workflow operations and enhance customer experience.
- Diagnosed and resolved complex technical issues related to digital products and platforms, achieving a high customer satisfaction rate.
- Assisted in the development of technical documentation and support materials, ensuring clear communication of technical concepts to non-technical users.
- Collaborated with cross-functional teams to address technical challenges, contributing to product improvements and efficient service delivery.

Customer Sales Representative Denver, CO - Pro Park Mar. 2023-Nov. 2023

- Developed and executed a data-driven repricing strategy for customer loyalty accounts, significantly boosting engagement and driving sales growth.
- Implemented targeted customer feedback programs, utilizing insights to tailor service offerings and build enduring, personalized relationships with guests.
- Revamped valet operations by implementing a real-time tracking system, ensuring prompt customer service and significantly enhancing overall guest satisfaction.
- Streamlined daily operations through regular customer feedback reviews, resulting in more consistent and reliable valet services.

Design Consultant Denver, CO - Chattanooga Coin Mar. 2021-Nov. 2023

- Managed the monthly production of 50-70 pages for the company magazine, ensuring timely delivery of all content in line with inventory and sales data.
- Collaborated closely with the editorial team to create the main page layout, highlighting the month's featured products, sales, and promotions.
- Delivered creative and visually engaging designs that aligned with brand guidelines, boosting customer engagement and driving sales.
- Designed various print materials, including promotional pages, advertisements, and product highlights, while adhering to strict deadlines and inventory requirements.
- Worked with the marketing team to optimize visual assets, ensuring alignment with sales strategies

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Foundational C# with Microsoft - *FreeCodeCamp* (2024)

- Mastered C# programming, applying object-oriented principles to develop efficient, responsive web applications that deliver optimized user experiences.

FullStack Web Development Program - *FreeCodeCamp* (2024)

- Developed a robust understanding of full stack web development, mastering both client-side and server-side technologies. Projects included creating responsive web applications and dynamic user experiences.

Technical Support Fundamentals – *Google Career Certificates* (2024)

- Acquired essential IT support skills, emphasizing problem-solving, customer service, and the fundamentals of system administration. This training provided the foundation to effectively troubleshoot hardware and software issues in diverse environments.

The Bits and Bytes of Computer Networking – *Google Career Certificates* (2024)

- Explored networking principles, including network protocols, security, and performance optimization. This course equipped me with the skills to diagnose and resolve network-related challenges, enhancing the efficiency of IT systems.

Back End Development and API's - *FreeCodeCamp* (2024)

- Developed a strong foundation in back-end technologies, including server-side programming and database management. Built and integrated APIs to enable seamless communication between applications, optimizing performance and scalability.

TECHNICAL SKILLS

C# Programming

- Proficient in developing applications using C# for both front-end and back-end solutions.

Full Stack Web Development

- Experienced in building full-stack web applications, combining front-end and back-end technologies for seamless functionality.

API Development & Integration

- Skilled in creating and integrating RESTful APIs, ensuring secure and high-performance system communication.

Network Security

- Expert in securing networks through encryption, firewalls, and access control to protect application data.