

Kailee Alewel

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EDUCATION

University of Missouri | Columbia, Missouri **December 2024**

Bachelor of General Studies – Information Technology, Cultural Studies, Marketing & Management

State Technical College of Missouri | Linn, Missouri **December 2020**

Associates of Applied Science in Computer Application Development

TECHNICAL SKILLS

Coding Languages: Java, JavaScript, SQL, C#, HTML, CSS, PHP, COBOL

Computer Software: Microsoft Office Suite, Google Workspace

CERTIFICATIONS

Software Development Fundamentals | *Microsoft* **2020**

INFORMATION TECHNOLOGY EXPERIENCE

MU Division of Information Technology | Columbia, Missouri **September 2023 – Present**

Service Desk Representative | January 2024 - Present

- Diagnosed and resolved a variety of laptop issues by applying by effective troubleshooting techniques.
- Provided IT customer service.
- Demonstrated proficiency in both hardware and software problem/solving.

IT Desk Support Assistant / IT Service Technician Assistant | September 2023 – January 2024

- Troubleshoot common account issues, such as authorized user logins for various software.
- Review devices for issues and determine if there is a need for a hardware or software repair.
- Interact with students and employees via multiple forms of communication, phone, in-person, email, etc.

Attorney General's Office | Jefferson City, Missouri **May 2019 - August 2019**

Information Technology Help Desk Intern

- Served as a point of contact for employees seeking technical assistance for IT-related issues.
- Performed remote troubleshooting through diagnostic techniques and pertinent questions.
- Directed unresolved issues to the next level of support personnel.

ADDITIONAL WORK EXPERIENCE

University of Missouri Market | Columbia, Missouri **October 2022 – September 2023**

Store Associate

- Provide strong customer service to all visitors to ensure a positive shopping experience.
- Operate cash register, accepting cash, credit/debit cards, and student charge.
- Stock merchandise and assist in setting up displays.