Kailee Alewel

(573) 619-0099 | kaawqr@umsystem.edu

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 INFORMATION TECHNOLOGY

EXPERIENCE

MU Division of Information Technology | Columbia, Missouri Service Desk Representative | January 2024 - Present

2020 September 2023 – Present

Diagnosed and resolved a variety of laptop issues by applying 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 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.