

Kevin B. Harris

IT Technician | Help Desk Technician | Junior Web Developer

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Experienced IT Technician and Junior Web Developer skilled in technical support, system administration, and database/web programming. Proven track record in resolving technical issues efficiently and delivering exceptional customer satisfaction and seeking a role at the help desk to utilize and expand technical expertise.

Recent Employment

Technical Support Representative

Apex Systems LLC (Oklahoma City)

September 2022 – September 2024

- Resolved an average of 50+ technical support tickets weekly, achieving 95% customer satisfaction.
- Earned T1.5 Contingent Training before transitioning to 3rd shift support.
- Provided advanced troubleshooting for hardware, software, and network-related issues.

Customer Service Representative

Apple One (Oklahoma City)

October 2021 – February 2022

- Delivered exceptional customer service for various client accounts, ensuring timely resolution of inquiries.
- Adapted to remote work, demonstrating flexibility and effective communication skills.

Sitel (Oklahoma City)

March 2021 – April 2021

- Addressed customer inquiries and technical concerns with professionalism and efficiency.
- Provided product information and technical assistance while maintaining a positive customer rapport.

Military Service

Radio Communications Security (COMSEC) Repairer/Operator (94e)

U.S. Army

April 2010 – April 2013

- Performed maintenance and repair of communication equipment to ensure operational readiness.
- Operated secure communication systems in high-pressure environments.
- Honorably separated from service.

Certifications

CompTIA A+

- Verify at <http://verify.CompTIA.org/>, Code: GXYPQR2LEKV1QC7P

Google: IT Support Fundamentals

- Verify at <https://coursera.org/verify/RU7M9SBRWW1A>

Education

Database and Web Applications Programming

Texas State Technical College (TSTC)

August 2016 – August 2017; May 2019 – August 2021.

- Courses: Advanced Database Programming, Advanced Java Programming, Beginning Web Programming, Database Programming, Introduction to Visual Basic .NET, Java Programming, Programming Logic and Design, Systems Analysis and Design
- Contest(s): SkillsUSA over Texas
- Final Projects: Console Dice Roller, JSON Parser for Geolocation, Sierpinski Triangle, Clothing Store Inventory Manager, RSVP Database App, Java Game, Web Portfolio

General Education

Cisco Jr. College

August 2017 - April 2019

- Courses: Principles of Economics, Drug Use and Abuse, Contemporary Mathematics. Public Speaking, Introduction to Ethics, Composition and Rhetoric
- Finals: Class Speech, Exams

Technical Skills

Hardware and Software Support

- Diagnosed and resolved hardware/software issues for desktops, laptops, and mobile devices.
- Performed software installations and updates across Windows, macOS, and Linux systems.
- Configured and supported printers, scanners, and other peripherals.

IT Administration

- Managed Active Directory for account creation, password resets, and role assignments.
- Utilized ServiceNow, CyberArk, and Workspace ONE for IT ticketing and security.
- Maintained mobile device management (MDM) policies.

Networking

- Conducted network troubleshooting to resolve connectivity issues and enforce security policies.

Web and Database Development

- Proficient in HTML, CSS, PHP, Java, Visual Basic.NET, and SQL database programming.
- Designed and integrated database-driven web applications.

Customer Service and Support

- Resolved 50+ technical support tickets weekly with a 95% customer satisfaction rate.
- Delivered remote support for hardware, software, and network issues using Remote Desktop tools.

Operating Systems and Tools

- Expertise in Windows 7, 10, and 11; familiar with iOS and Android platforms.
- Proficient in Microsoft Office Suite: Excel, Word, Access, PowerPoint, and Outlook.
- Skilled in troubleshooting tools: Task Manager, Event Viewer, Device Manager.

Professional Development

Books Read: Systems Analysis & Design, Programming Fundamentals Using Java, PHP and MySQL Web Development, The Body Keeps the Score, and more.

Personal Insights

Myers-Briggs Type Indicator (MBTI): INTP

Socionics Type: INTp (ILI)

Enneagram: 9w1