

KIRSTIE GOGGANS

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SUMMARY

Detail-oriented and tech-savvy IT Support Technician with hands-on experience in educational and small business environments. Proven ability to troubleshoot hardware, software, and network issues across a variety of platforms including Windows, macOS, Chrome OS, and mobile devices. Skilled in supporting educational technology tools, managing inventory systems, and streamlining e-commerce operations. Strong communicator with a passion for solving problems, improving workflows, and providing clear, user-friendly support to non-technical users. Currently pursuing opportunities to apply and grow technical expertise in dynamic IT environments.

EDUCATION

University of North Alabama

Florence, AL

Bachelor of Science in Computer Science

WORK EXPERIENCE

MADISON CITY SCHOOLS

Madison, AL

School Technology Technician

Feb 2025 – Present

- Delivered hands-on support for a wide range of devices and platforms, including Windows, macOS, Chrome OS, Chromebooks, laptops, iPads, smart boards, projectors, and zero-client systems.
- Diagnosed and resolved hardware and software issues efficiently across multiple device types and operating systems
- Utilized a ticketing system to log, track, and prioritize technical support requests, ensuring timely and accurate resolutions
- Maintained and updated educational software such as PowerSchool and Clever to ensure functionality, performance, and data security
- Identified and resolved network connectivity issues, working with IT teams to maintain reliable internet access across school sites
- Provided technical guidance and training to faculty and staff, supporting the effective use of classroom technology and digital tools
- Contributed to a positive and tech-friendly environment by responding quickly and professionally to support needs

B&B CARDS, COMICS, AND MORE

Madison, AL

IT Support Specialist

Dec 2021 – Jan 2025

- Managed and maintained all technology infrastructure, including workstations, networking equipment, and point-of-sale systems to ensure smooth daily operations.
- Developed and implemented inventory tracking systems using Excel, Google Sheets, and third-party eBay integration tools to streamline product listings and order fulfillment.
- Provided technical support to team members, resolving hardware/software issues and ensuring secure, efficient use of technology.
- Optimized eBay storefront by enhancing image quality, improving product descriptions, and utilizing SEO strategies to increase visibility and sales.
- Backed up and secured sensitive business data regularly, implementing basic cybersecurity best practices to protect customer and company information.
- Assisted in migrating operations to cloud-based platforms, improving accessibility, collaboration, and remote work capabilities.
- Troubleshoot and configured label printers, barcode scanners, and other peripherals essential to e-commerce operations.
- Worked closely with the owners to analyze sales data and implement tech solutions that improved efficiency and customer experience.

ADDITIONAL

Technical Skills: Device Setup and Troubleshooting, Peripheral Configuration, Networking Fundamentals, Ticketing Systems, Google Workspace for Education, Inventory Digitization & Spreadsheet Automation (Excel, Google Sheets)

Certifications & Training: IIQ Certified Agent