

# KIRSTIE GOGGANS

Madison, AL | gogganskirstie@gmail.com

## SUMMARY

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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

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University of North Alabama

Florence, AL

Bachelor of Science in Computer Science

## WORK EXPERIENCE

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### 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

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**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