

# Kirby J.S. Walls

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## HELPDESK MANAGER

Conscientious, customer-focused IT support professional with 3+ years of progressive experience directing and coordinating helpdesk staff across a broad range of technologies for 50-100 users. Proven ability to apply creative insight, thorough consideration, excellent troubleshooting, and well-developed leadership qualities to maximize user and business productivity in support of mail migrations, conferencing installations, purchasing, implementation, and day-to-day hardware and software issues.

## Technical Expertise

### Operating Systems:

- Windows 7 / 8 / 8.1 / 10
- Windows Server 2003 / 2008 / 2012
- Android, iOS
- OS X El Capitan

### Networking:

- SOHO routing and switching
- HTTP, DHCP, RDP, DNS
- Windows VPN

### Software:

- Active Directory
- Exchange 2007 / 2010
- Office 365, Google Apps for Work
- Hyper-V
- System imaging with ImageX / DISM
- Windows Server Backup
- Microsoft Word / Excel / PowerPoint / Outlook / Access

### Hardware:

- Dell OptiPlex desktops
- Dell Latitude and Inspiron laptops
- HP ProBook laptops
- Dell Precision workstations
- Dell PowerEdge servers
- MikroTik routers
- Avaya desk phones
- Polycom conference phones

## Professional Experience

Baber Technical Consulting, Oakland, CA

*2013 - Present*

### Helpdesk Manager

Recruited as a helpdesk technician to troubleshoot and escalate tier 1 and 2 software and hardware issues as part of a contracted "in-sourced" IT firm for non-profit and government organizations. Grew into organizing and prioritizing support tasks as the leader of a 4-person helpdesk team; monitored and troubleshot 300 PCs and 15 servers across 3 client sites, supporting 200 total users.

### Key Contributions:

- **Co-managed a mail migration from Exchange 2003 to Exchange 2010** for 100 users with no downtime after staging the migration on a test server, configuring a new mail server running Exchange 2010, moving user mailboxes in batches, and meeting with users to personally review migration errors.
- **Completed an organization-wide OS upgrade from Windows XP to Windows 7**, moving from non-standard desktops and laptops to standard-model hardware and software for 70 users, including planning, scheduling, installations, and end-user training, drastically improving reliability, increasing security, and reducing long-term support costs for the organization.
- **Purchased, configured, and installed a high-end video editing and graphic design workstation** to meet the needs of a client's Communications department, including meeting with key personnel to spec requirements, researching hardware and software solutions to meet these technical and fiscal specifications, and installing and configuring the workstation and software.

## Education

### Bachelor of Arts (B.A.) in English and Psychology (2013)

Colorado State University Pueblo, CO

Magna Cum Laude