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|  | | |  |  | |  | Kendra Staver  Technical Support Specialist **Objective** Proactive and results driven Technical Support Specialist currently looking to expand my career opportunities within my previous role or within Software Engineering.**Experience****Technical Support Specialist 1** Insight Global Jan. 2019 - Mar. 2019  * Troubleshoot and support Stanford accounts affiliated software remotely via phone, email, and instant messaging. * Determine if field teams needed to be dispatched if problem could not be resolved remotely.  **Helpdesk Specialist** Terralogic Inc. Apr. 2018 - Jul. 2018  * Administration of hardware inventories for international locations. * Deploy and deprovision end user hardware. * Provide technical support for executives at Katerra Inc.  **Technology Support Specialist 1** Berkshire Hathaway Homestate Companies Jan. 2017 - Feb. 2018  * Lead my team on cleaning and reorganizing domain objects in ADUC prior to migrating to a new domain structure. * Troubleshoot and configure VPNs, Remote Desktop Services, network printers, phones, conference equipment, and Citrix. * Administration of domain objects via ADUC and Exchange Management Console.   **Skills**   * Information Technology Support   + Active Directory   + Windows and macOS   + Vendor Management and Hardware Acquisition * Computer Science   + Java, Python, C++, and Data Structures |
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|  | C O N T A C T | | | |  |  |
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|  | | E D u c a t i o n | | |  |
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|  | | De Anza A.S.T. Computer Science 2020 A.A. Enterprise Info Security Professional  *2016* | | | |
|  | | UC Santa Cruz B.A. Mathematics 2013 | | | |

