Kyara Dawbin

Using technology to improve lives inspires me.

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Experience

MaineGeneral Health, Augusta, ME – IT Service Desk Technician
December 2020 – present
I respond to calls and emails as an in-house technical support specialist. Proficient in using Microsoft applications and the Windows operating system; manage accounts through Active Directory and connections through Citrix cloud. I fix basic hardware and software issues (both in-person and remote), contribute to documentation, and create tickets for analysts and clinical engineers.

Hannaford, Gardiner, ME – Certified Pharmacy Technician
October 2017 – present
Certified through PTCB in January 2020. Licensed to administer vaccinations February 2021. Proficient with EPS and online tools. I participated in large vaccination clinics and travel to many stores throughout Maine. I help meet department, store-level, and chain-level goals; maintain a high level of customer service; fluent in medical billing terminology.

Pine Tree Council (Scouts BSA), Belgrade, ME – Area Director
June 2016 – August 2018
I created and adapted lesson plans to help certify scouts in a variety of merit badges related to ecology and survival; became a certified Leave No Trace instructor; demonstrated teamwork with other counselors; trained staff to teach using the EDGE method.

Education

University of Maine at Augusta, Augusta, ME – Computer Information Systems (BSc), Health Informatics (Certificate)
February 2019 – June 2022
I have maintained a high level of effort in coursework; have taken both required and relevant courses in information systems and health technology; participated in group projects efficiently while using various software suites, platforms, and development applications. 3.7 GPA.

Maine Connections Academy, South Portland, ME – High School Diploma
August 2014 – June 2018
I participated in the National Honors Society as secretary for one year and president for two years; created and led a cybersecurity club for girls in spring 2018; took challenging courses and studied several foreign languages. 4.0 GPA.

Skills

Effective Communication
Computer Literacy
Adaptability
Attention to Detail
Problem Solving

Awards

Rotarian (Rotary International) inducted December 2020

Certified Pharmacy Technician (PTCB) awarded January 2020

Dean's List (UMA)

National Honor Society (MCA) member from March 2016 – June 2018

Cybersecurity Award (MCA) awarded at graduation for leadership in national cybersecurity competition (GirlsGoCyberStart)

Languages

Natural: English (Native), Spanish (B2)

Programming: Bash, C#, Java, Python