

Kyara Dawbin

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Education

University of Maine at Augusta

2019 – present

Currently working towards Bachelor of Science degree in Computer Information Systems

Experience

Dec 2020 – Dec 2021

IT Desktop Support Technician | MaineGeneral Health | Augusta, ME

- Provided support as first point of contact for internal technology requests. Configured and troubleshooted ~150 healthcare and business system applications in the Windows environment both remotely and in person. Used Active Directory and Citrix cloud server.
- Provided support for necessary peripheral devices (scanners, printers, Audio/Visual components) and ticketed hardware issues for laboratory/medical equipment.
- Worked with Information Security to maintain HIPAA compliance and security protocol.
- Contributed to extensive internal documentation across ticketing services, wikis, and manuals.

2021 – present

Pharmacy Technician Operations Specialist | Hannaford | ME

- Works with store management and pharmacy staff to train new employees and improve workflow.
- Troubleshoots basic technical issues and submits tickets for outages as needed
- Uses Microsoft products (Office, Teams, Outlook) to manage business communication and prepare for EHR transition.

Honors

Rotarian | Gardiner Rotary