

Kylan Childers
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QUALIFICATIONS:

- Experience creating dynamic web applications using HTML, Javascript, and CSS
- Experience with node.js
- Experience importing and using third party Javascript libraries
- Experience with version control through Git
- Experience with data persistence methods utilizing firebase and browser based storage
- Experience deploying, managing, and troubleshooting Windows Server 2003r2 through 2019
- Expertise with troubleshooting and deploying Windows XP through Windows 10
- Experience writing SQL queries
- Ability to type 80 words per minute
- Ability to efficiently plan out LAN networks and hybrid cloud environments using Azure
- Strong customer service skills
- Ability to create strong relationships with clients

WORK EXPERIENCE:

02/12-09/12 **Hemisphere Solutions**
Sr. Network Administrator

Bellingham, WA

- Provisioned new Windows Servers and upgraded existing servers.
- Designed network layouts and server farms from scratch, as well as documenting and improving inherited systems
- Designed Sharepoint sites and migrated documents from local fileshares
- Created enterprise security and information sharing policies
- Configured advanced exchange email systems as well as migrated from old systems.
- Manage Office 365 tenants for a variety of businesses.
- Perform tier 3 helpdesk tasks

02/12-09/12 **Principal Focus**
Customer Support Technician

Bellingham, WA

- Provided technical support via phone and email for ServiceMonster business software
- Provided support for customers utilizing Quickbooks integration with ServiceMonster
- Responsible for accepting payments and contacting overdue accounts
- Responsible for formatting and importing data from various sources including Microsoft Excel
- Wrote SQL scripts utilized for creating automated mailing lists for customers
- Responsible for testing all new features to the software
- Responsible for support of mobile web app of the software

02/11-11/11 **YouthTracker.net**
Customer Support Technician

Mount Vernon, WA

- Constantly used MySQL database queries to assist customers with both technical and billing issues
- Kept track of all customer billing and interfaced with customers regarding payments
- Responsible for technical support for users of YouthTracker.net ministry database software
- In charge of operations when Engineer/CEO was away from the office
- Performed light updates to software using HTML and Perl
- Responsible for testing all new features to the software
- Responsible for cleaning and importing data into customer accounts from Excel spreadsheets

OTHER EXPERIENCE:

- Setup and troubleshooting of home wired and wireless networks for myself, friends, and relatives
- Have personally build three PCs
- Have replaced laptop and desktop hard drives and RAM
- Have retrieved data from corrupted hard drives
- Currently have a VMWare virtual machine setup with Windows Server 2008 and MSSQL Server 2012

EDUCATION:

06/19-Current	University of Washington	Full Stack Developer Bootcamp	Seattle, WA
12/08-12/10	ITT-Technical Institute	Associates Degree in Computer Networking	Everett, WA
06/04-09/08	Burlington-Edison High School	High School Diploma	Burlington, WA