

Kyle King

Evansville, Indiana ✉ kylechrisking@gmail.com ☎ 8126829509

SUMMARY

Highly motivated IT professional with over 5 years of experience in computer repair, customer service, technical support, web development, and much more. Skilled at troubleshooting hardware and software issues, providing exceptional customer service, and building user-friendly websites using HTML, CSS, and light JavaScript. Eager to leverage my skills and passion for technology to contribute to a dynamic and innovative IT environment.

EXPERIENCE

Service Manager

Computers Plus, Inc.

March 2021 - May 2024, Evansville, IN

- Technical Skills:
 - Managed daily computer service operations, ensuring efficient repairs and customer satisfaction.
 - Performed Level 1-3 hardware and software repairs for MacOS, Windows, and Linux (in-store and on-site).
 - Installed, Maintained, and Supported Unifi Cloud Gateways, Wi-Fi (Routers/Access Points/etc.), Cameras, and more (including minimal experience with QNAP NAS & Routers, and Dialpad unique VOIP AI-Powered Phone Systems).
 - Installed and provided support for computers, networking equipment, IP cameras (including some experience with firewalls and servers). Supported all aspects of day-to-day operations, including sales, service, on-site/remote customer support, and live web chat support.
- Experience working with and managing ticketing systems such as RepairShopr, ServiceNow, as well as FreshDesk.
- Customer Service & Sales:
 - Increased sales through targeted product recommendations and training staff on upselling techniques.
 - Handled returns, custom orders, maintained positive customer relationships through CSAT interactions, and resolved customer concerns.
 - Generated employee sales & profit reports, monitored daily store goals (sales, labor, web and foot traffic, etc.), and ensured targets were met.
 - Boosted customer satisfaction by 20% through efficient problem-solving and implementing a new ticketing workflow, reducing average turn around time from 3-5 business days to 2-3.
 - Created month-to-month promotions featuring various products through social media, television, and radio.
 - Increased team productivity through successful onboarding and training of new staff members.
- Management & Project Management:
 - Trained and managed staff on various areas, including employee onboarding, POS system usage, ticketing system navigation, sales techniques, phone sales training, CSAT solutions, and more.
 - Oversaw the complete website redesign (computersplus.com), leading to a 40% increase in web traffic, allowing online sales, conversion of sales leads, and more.
 - Spearheaded the research, implementation, and ongoing support of a new POS system, ticketing system, HR platform, and a complete website redesign, streamlining operations and enhancing customer experience.
 - Led the research, assembly, and marketing of custom prebuilt gaming PCs at Computers Plus, catering to diverse customer needs.
- Additional Achievements:
 - Partnered with Malwarebytes to secure their antivirus software as a product offering for the store.
 - Partnered with Shop, Affirm, Synchrony, and PayPal in order to utilize their financing through our sales.
 - Partnered with Drive Savers to assist our customers in recovering data from destroyed hard drives or machines.
 - Assisted in Partnering with Dialpad to utilize their phone systems not only in-store, but as a product offering to business customers as well.

Advanced Repair Agent

Best Buy

March 2020 - March 2021

- Installed & Updated various operating systems and applications.
- Completed detailed documentation on all repairs and fixes.
- Diagnosed and repaired hardware issues according to industry standards.
- Maintained a well organized and sanitary work station.
- Provided over the phone support and solutions to customers.
- Trained agents on the services and products that Geek Squad offered.
- Completed educational sessions with customers relating to their operating system, software, and more.

- Windows Hardware and Software Support (Level 1-2)
- MacOS/iOS Software Support (Level 1)
- Apple iPhone Repair (iPhone generations 6-11)

Cashier/Sales

Office Depot

July 2019 - March 2020, Evansville, IN

- Cashier Operations: Efficiently processed customer transactions, ensuring accuracy and timely service.
- Sales Support: Assisted customers with product selection and promoted store offerings and specials to increase sales.
- Store Maintenance: Contributed to a clean and organized store environment through tasks like inventory organization, stocking, and handling returns.

EDUCATION

High School Degree

Henderson County High School • Henderson, KY • 2019 • 3.6

CERTIFICATIONS

Microsoft Office Specialist

Henderson County High • 2017

SKILLS

Web Development: Proficient in HTML, CSS, and a novice with JavaScript. Basic knowledge of Ruby (Ruby on Rails), Bootstrap, and SQL.

Other: 3D Design in OnShape, Slicing and Optimization of models, 3D Printer Operation and Troubleshooting (FDM Printers), Filament Selection and Material Handling, Post-Processing (Sanding, Finishing, etc).