Kyle Ruff

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Sandy, UT 84092

385-250-8000

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SUMMARY

Dependable worker with proven problem solving skills and background in network and desktop troubleshooting. Team player, willing contributor, leads by example. Expert administrator in multiple accounting systems including Oracle NetSuite, Sage 300 CRE Timberline, and Intuit QuickBooks desktop.

EXPERIENCE

AvidXchange (Avid West)
Implementation Project Manager
Sandy, Utah - 2015 - present

Primary responsibilities include championing NetSuite systems for new AvidInvoice, AFN, and AvidPay customers during onboarding process. Consistently command workload of 30+ active implementations at a time.

Other responsibilities including new-hire and ongoing training for core and supplemental products, stakeholder meeting contributor for bug-fixes and enhancement requests, and bowling league organizer.

UTS Tech Support Rep 2, Unisys
Salt Lake City, Utah —2013- 2015

Supported accounts for multiple clients including U.S. Army Knowledge Online and Microsoft Retail.

Accomplishments

- Assisted in the launch of new help desk for Army AKO
- Trained new hires on Microsoft products and proprietary ticketing systems
- Exceeded or met performance goals in all semi-annual performance reviews

MIS Tech level I, Guitar Center
Draper, Utah - 2012 - 2013

Provided end user desktop and network level support for Guitar Center corporate and retail employees.

Accomplishments
- Assisted in launching new support desk.
- Trained and assisted new hires in using and administrating various applications.

Sr Technical Support, Musician's Friend
Draper, Utah - 2007 - 2012

Assisted customers with technical information and troubleshooting for a vast range or musical and audio related products.

Accomplishments

- Attained expert level technical knowledge for every product category offered by Musician's Friend..

EDUCATION

Salt Lake Community College
Unfinished degree, Computer Science— 2007-2010

Southern Utah University
Unfinished degree, Computer Science— 2006-2007

SKILLS/ CERTIFICATES

- CompTIA Security +
- Microsoft® Windows Professional (MCP)
- Microsoft® Certified Technology Specialist
- Microsoft® Certified Solutions Associate
- Advanced clerical and problem solving skills
- Well versed in variety of ticketing systems and Active Directory interfaces
- Experienced with advanced level knowledge on Microsoft products

REFERENCES

Julie Harper - 801- 707-3385 : AvidXchange | Senior Project Manager
Taran Leu - 385- 695-9502 : Guitar Center | Department Manager
Jason Fairclough - 801-884-3866 : Planned Parenthood | Senior Systems Administrator