

Kyle Wardell

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I'm eager to kick-start a successful career in the IT industry by leveraging a comprehensive skill set, a strong work ethic, and a commitment to delivering exceptional customer service. I'm a results-driven self-starter who requires little supervision and am ready to contribute immediately, offering technical expertise, problem-solving abilities, and a dedication to fostering positive user experiences.

CERTIFICATIONS

- Linux Professional Institute – Linux Essentials | Acquired 4/2023
- CompTIA Network+ | Acquired 4/2023
- CompTIA A+ | Acquired 3/2023
- CompTIA IT Fundamentals+ | Acquired 3/2023
- Google IT Support | Acquired 1/2023

EDUCATION

- Western Governors University
 - Bachelor of Science, Information Technology | In Progress (77/121 Credits)
- College of Central Florida
 - Associate of Science, Computer Information Technology

PROFESSIONAL DEVELOPMENT

- VMware Workstation Homelab
 - Goal: To gain hands-on experience using Active Directory Users and Computers in a Windows Domain.
 - Consists of a Windows Server 2022 Domain Controller running Active Directory, DHCP, and DNS with two Domain-Joined Clients running Windows 10 Enterprise LTSC and Windows 11 Enterprise.
- Personal Website - <https://kylewardell.com>
 - Goal: To gain hands-on experience building a website to better understand web development, hosting, and domain registration.
 - Bootstrapped my personal website using Bootstrap, GitHub, Cloudflare Pages, and Cloudflare Registrar.
- GMetrix Skills Management Systems
 - Utilized GMetrix SMS hands-on exercise labs, skill reviews, project reviews, and practice exams to improve my skills and proficiency in Microsoft Office 2019 and Microsoft 365 apps.

WORK EXPERIENCE

Independent Landscape Contractor

Dec. 2018 – Present

- Design, install, and maintain landscapes.
- Install, troubleshoot, and maintain irrigation systems.

SKILLS

- **Skills:** Google-fu; Troubleshooting; Microsoft Office: 2016, 2019, & 365 Apps; Microsoft Outlook Desktop Client; Adobe Acrobat; Printer Support; Peripheral Support; Network Troubleshooting; Hardware Troubleshooting; Software Troubleshooting; Remote Troubleshooting; Customer Service; Service Excellence; PC Repair; Laptop Repair; Resetting User Passwords in Active Directory Users and Computers; Mobile Devices; Operating Systems: Windows 7, 10, & 11; TCP/IP; DNS; DHCP; WiFi; Ticketing Systems; Antivirus; Malware Removal