Kyle S. Wardell

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About

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.

Education

Associate of Science in Computer Information Technology
College of Central Florida, Ocala, FL

- Microcomputer Applications
- A+ Fundamentals
- Spreadsheet Applications
- Practical PC Technician
- Introduction to Systems Analysis and Design
- Database Management Systems
- Router Fundamentals
- Networking Fundamentals
- PC Desktop Support
- Fundamental Programming Concepts
- Server Fundamentals
- Work Experience I
- Security Fundamentals
- Web Programming
- Java Programming

Professional Certifications

CompTIA ID COMP001022203994	● CompTIA Network+ ● CompTIA A+ ● CompTIA IT Fundamentals+
LPI ID LPI000565511	● Linux Professional Institute – Linux Essentials
Verification ID L89GSBGKWXH2	● Google IT Support

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 Domain Controller running Active Directory, DHCP, and DNS with two Domain-Joined Clients running Windows 10 Enterprise LTSC and Windows 11 Enterprise.
- GMetrix Skills Management Systems
  - Goal: To gain hands-on experience with Microsoft Office 2019 and Microsoft 365 Apps.
  - 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.
- 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, Github Pages, Cloudflare Pages, and Cloudflare Registrar.

Work Experience

Independent Landscape Contractor   **Jan. 2019 – Present**
- Install and maintain landscapes.
- Install, troubleshoot, and maintain low-voltage irrigation systems.

Professional Skills

Hardware:	Desktop Repair, Laptop Repair, Printer Repair, Peripheral Support, Hardware Troubleshooting and Repair
Software:	Microsoft Office: 2019 and 365 Apps, Microsoft Outlook Desktop client, Adobe Acrobat, Windows 10, Windows 11, Active Directory Users and Computers, Creating and Disabling Users in Active Directory, Active Directory User Password Resets, Ticketing Systems, Antivirus, Anti-malware, Malware Removal, Remote Troubleshooting, Backing up User Data and Re-imaging, Windows Operating System Installation and Configuration
Networking:	TCP/IP Troubleshooting and Configuration, Basic DNS Troubleshooting, DHCP Configuration, WiFi Setup and Troubleshooting
Soft Skills:	Customer Service, Service Excellence, Troubleshooting, Problem Solving, Diplomacy, De-escalation, Detail Oriented, Active Listening, Patience, Adaptability, Teamwork