Kyle Spann

Clinton Township, Michigan
(586)-229-0407
✉ *email@KyleSpann.net*
⮑ *kylespann.net*

Education

Sep. 2014 |
May 2018

BS in Cyber Security, *Colorado Technical University*, *Colorado Springs, Colorado*.

Work Experience

June. 2021 –
Present

Escalation Specialist, *HTC Global Services*, Troy, MI.
- Subject Matter Expert for first level IT for two hospital systems in Nebraska, and support six organizations in total.
- In charge of Knowledgebase: curating, optimizing search terms, researching and writing technical documents for IT support and end users.
- Created, edited, and taught training classes for first level support for two clients.
- ITSM ticket escalations, routing, and quality review.

Sep. 2020 –
June 2021

Service Desk Analyst, *HTC Global Services*, Troy, MI.
- Provided first level support over the phone to multiple clients.
- Temporary provisioning assignment: assisted provisioning team fulfilling basic Active Directory access requests and account creatIons/removal.

April 2019 –
June 2020

Service Desk Analyst, *Stefanini IT Solutions*, Southfield, MI.
- First level support over the phone for a multinational luxury fashion brand.
- Assisted with knowledgebase management and training of new employees.

Working Skills

Excel/Visual Basic
: Created GUI based applications to assist myself and team with knowledge retrieval and documentation.

Active Directory
: Investigate and resolve access related problems. Perform basic provisioning tasks.

Microsoft Windows
: Experience using first and third-party administrative tools to investigate and resolve end user problems.

Personal Projects

Homelab, .
Personal experience with Linux (Arch, Ubuntu), containerized applications (Docker), and reverse proxy solutions (Nginx).