

# KYLE SPANN

Clinton Township, MI · email@kylespann.net · 586-229-0407 · kylespann.net/

## EDUCATION

**Colorado Technical University**  
BS Cyber Security

Colorado Springs, CO  
Sep. 2014 - May 2018

## EXPERIENCE

**Clinton-Macomb Public Library**  
*Technology Support Specialist*

Clinton Township, MI  
Nov. 2024 - April 2025

- Maintain hardware and software for staff and public.
- Created documentation on existing and new processes.
- Planned, prepared, and implemented company-wide hardware replacement.

**HTC Global Services**  
*Escalation Specialist*

Troy, MI  
June 2021 - Nov. 2024

- 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.

**HTC Global Services**  
*Service Desk Analyst*

Troy, MI  
Sep. 2020 - June 2021

- 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.

**Stefanini IT Solutions**  
*Service Desk Analyst*

Southfield, MI  
April 2019 - June 2020

- First level support over the phone for a multinational luxury fashion brand
- Assisted with knowledgebase management and training of new employees.

**MGD Quality Painting Services**  
*Residential Painter*

Macomb, Michigan  
May 2018 - April 2019

- Repaired, painted, and restored residential buildings on a small team.
- Independantly completed tasks maintaining high level of quality.

**Mr. C's Car Wash**  
*Sales Manager*

Clinton Township, MI  
Nov. 2011 - May 2018

- Operated sales desk greeting and assisting up to 300 customers per day.
- Trained new employees in multiple roles.
- Maintained building and equipment.

## SKILLS

Microsoft Office: Excel, Word, Access, Sharepoint/OneDrive, and Visual Basic.  
Customer Service: 10+ years in customer service roles.  
Typing: 80 Words per Minute

## PROJECTS

**Homelab** *Docker, Nginx, Linux: Arch, Ubuntu*

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