

KYLE THEODORE SPANN II

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.

PROJECTS

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

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