Kyle Theodore Spann II

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Education

Sep. 2014 |
May 2018
BS in Cyber Security, *Colorado Technical University*, *Colorado Springs, CO.*

Experience

Nov. 2024 –
April 2025
Technology Support Specialist, *Clinton-Macomb Public Library*, Clinton Township, MI.
- Maintain hardware and software for staff and public.
- Created documentation on existing and new processes.
- Planned, prepared, and implemented company-wide hardware replacement.

June 2021 –
Nov. 2024
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.

Skills

Microsoft
Office
Working and self-taught experience with Excel, Word, Access, Sharepoint/OneDrive, and Visual Basic.

Customer
Service
Extensive experience understanding and solving problems for customers/end users/patrons in a respectful and efficient manner.

Projects

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