Kylie McClain

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LinkedIn · GitHub

Work

Jul 2024 — Apr 2025: Support Services Associate, Appalachian State University Campus Store

- Gained storefront customer experience and experience working in a retail setting, and engaging in customer service over the phone
- Learned how to direct student co-workers and delegate tasks effectively
- Worked with inventory management software like Oracle NetSuite

Aug 2018 — May 2024: Student IT Technician, Appalachian State Technology Support Services

- Repairing computers: virus removal, data backup, hardware diagnostics, ticket management via Atlassian Jira
- Primarily repaired student and faculty Windows laptops; occasionally worked around campus to help other techs install and setup computer labs
- Customer service: explaining repair steps taken to customers upon them picking up their computers in an understandable way

Feb 2018 — Jul 2018: Dishwasher, Cracker Barrel Old Country Store

May 2017 — Feb 2018: Hostess, Cracker Barrel Old Country Store

Skills

Certifications

CompTIA Linux+

Programming languages

Bash and POSIX shell (expert); C (novice), Python (novice), Perl (novice)

Systems, software

Linux (in general; my main OS for 15 years), NixOS, Ubuntu, Debian, Slackware, Linux from Scratch; Windows (not a user, but very familiar with repairing and supporting Windows users); Docker, Podman, Kubernetes (novice); Bash and POSIX shell (expert); Oracle NetSuite; FL Studio, Pro Tools (novice)

Tasks

computer management, computer repair and data recovery, system maintenance and

administration, advanced shell scripting, open source contributions; storefront retail, customer service, phone support

Volunteer service

May 2022 — present: Contributor, Nixpkgs
- I run NixOS on all my machines and enjoy learning about weird technology like Nix.

2014 — 2017, Developer, Exherbo Linux
- Added support to system package management structure for new platforms such as musl libc, and ARMv7.
- Gained experience doing technical writing, both for developer audiences and for more general audiences.

Education

B.A.

Philosophy, with minor in Gender, Women's and Sexuality Studies.
Capstone: "Beyond Plunderphonics: A prolegomena to any future revolutionary music."
Class of 2024, Appalachian State University, Boone, NC

Academic memberships

Aug 2021 — May 2024: Co-president, Appalachian State Philosophical Society
2018: Member, Linux@App

Language competencies

- English (native)
- Spanish (reading)