

K Y L E R O B E R T B A L I T Z

12495 Norell Road South, Hastings, MN 55033 | 651-491-8441 | [kbalitz@gmail.com](mailto:krbalitz@gmail.com)

OBJECTIVE CompTIA A+ certified computer technician with a Bachelor's Degree seeking employment in the field of Computer Science and Information Technology.

SKILLS

- Proficient in troubleshooting, diagnosing, and solving computer-related problems
- Highly trained in assembling and disassembling computers, laptops and mobile devices
- Experienced with installation, upgrade, maintenance, and repair
- Knowledgeable in Microsoft Operating Systems including Windows 10 / Windows Server
- Network skill set includes Cisco VLAN switch / port configuration, server management, and image deployment
- Analytical, detail-orientated, resourceful, and a team-player with call center experience

SOFTWARE

• Windows 10 / Linux / MacOS	• PuTTY / Network Launcher	• Retail Support Portal
• Command (DOS) Prompt / Cisco IOS	• Retail Imager	• DOCWeb
• Deployment Operations Application / ServiceNow	• Citrix / Ultra VNC	• Best Buy's Employee Toolkit
	• CyberArk PUAM	• Cisco Finesse

EXPERIENCE **Video Producer / Interviewer / Illustrator** 04/2020 – Present
The Adoptee Group | *Oregon City, OR*

Created, produced and released a bi-weekly video series called: "Human Stories," interviewing Korean Adoptees about their adoptee experiences. Designed book cover for foundation book. An activist for awareness on improving mental health and preventing suicides amongst adoptees.

Reader 04/2019 – 05/2019
Questar Assessment Inc. | *Bloomington, MN*

Scored standardized tests administered to students.

Deployment Operations Center L2 Analyst 08/2018 – 11/2018
IBM / Best Buy / CTG | *Richfield, MN*

Received project support calls from Project Teams and Third-Party Technicians in the field. Monitored the internal Deployment Operations Application and external ServiceNow systems for incident tickets assigned to the Deployment group. Facilitated and performed retail and network device troubleshooting as needed. Managed and troubleshoot Cisco Access switch stack.

Team Lead / Reader 06/2015 – 06/2018
Data Recognition Corporation | *Bloomington, MN*

Scored standardized tests administered to students. Was promoted to team lead and managed and supervised a group of employees.

Video Producer / Interviewer / Graphic Designer 02/2013 – 11/2017
Hmong Corporation | *Saint Paul, MN*

Co-lead in recording, editing, and producing high quality videos for Hmong TV and Hmong TV Today. Designed business logos, advertisements, and visual effects, composed music, served as a professional photographer, and conducted interviews. Also resolved any IT / computer related issues.

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Mortgage Loan Closer

Wells Fargo Home Mortgage | *Bloomington, MN*

10/2010 – 12/2010

Responsible for implementing the mortgage closing process.

EDUCATION

Bachelor of Science in Technical Management

DeVry University | *Edina, MN*

03/2009 – 10/2010

GPA: 3.8 / 4.0 | Dean's List & Magna Cum Laude Recipient

CERTIFICATIONS

CompTIA A+ Certification 2019

[220-1101 (Core 1) & 220-1102 (Core 2)]

New Horizons Computer Learning Centers |
Eagan, MN

06/2020 [Renewed]

WEBSITES

KyleBalitz.com | linkedin/in/krbalitz