

# KYLE ROBERT BALITZ

## COMPUTER / IT TECHNICIAN

### SUMMARY

CompTIA A+ certified IT Technician with 10+ years of experience supporting hardware, software, networking, and digital production systems. Skilled in diagnosing complex technical issues, configuring Cisco network devices, imaging and deploying systems, and supporting users in fast-paced environments. Proficient with Windows, Linux, macOS, ServiceNow, and enterprise tools. Known for technical precision, reliability, and the ability to support both IT and multimedia workflows

### EXPERIENCE

**Video Producer / Interviewer** May 2023 – Aug 2024  
Voice to Vision | Minneapolis, MN

- Operated and troubleshoot cameras, audio systems, lighting, and editing workstations during documentary production
- Managed digital files, storage devices, and editing workflows to ensure reliable media handling
- Provided technical support to artists and educators throughout interviews and production sessions

**Video Producer / Illustrator / Interviewer** Apr 2020 – Jun 2023  
The Adoptee Group | Oregon City, OR

- Supported multimedia hardware and software to maintain stable recording, editing, and storage systems
- Managed digital assets and structured long-term file organization across multiple projects
- Troubleshoot equipment and software issues during interviews, remote sessions, and post-production

**Reader** Apr 2019 – May 2019  
Questar Assessment Inc. | Bloomington, MN

- Ensured accuracy and consistency across digital scoring systems during high volume assessment cycles
- Identified and resolved system alignment issues to maintain scoring integrity and workflow efficiency
- Collaborated with scoring teams to uphold calibration standards and reliable system performance

### CONTACT

**Phone**  
(651) 491-8441

**Email**  
krbalitz@gmail.com

**Website**  
www.kylebalitz.com

### CORE SKILLS

**IT Support**  
Troubleshooting, diagnostics, hardware/software repair, imaging, deployment, remote support

**Operating Systems**  
Windows 10/11, Windows Server, Linux, macOS

**Networking**  
Cisco IOS, VLANs, switch/port configuration, server support, VPN, PuTTY, Citrix

**Tools**  
ServiceNow, Deployment Operations App, Retail Imager, CyberArk, VNC, Adobe Creative Cloud

**Security**  
Malware removal, antivirus tools, system optimization

**Technical Production**  
Live AV setup, multicamera systems, video production & editing

**Professional Strengths**  
Communication, project coordination, documentation, team collaboration

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

- Provided real-time technical support for nationwide retail deployments, resolving hardware, software, and network issues
- Troubleshoot Cisco access switches, VLAN configurations, and device connectivity using PuTTY, Citrix, and command-line tools
- Monitored ServiceNow tickets and deployment platforms to minimize downtime and restore system functionality

**Video Producer / AV Technician /  
Photographer** May 2018 – Present  
Harmonic Relief | Saint Paul, MN

- Set up and maintained AV equipment including cameras, audio interfaces, lighting, and recording systems
- Troubleshoot hardware and software issues during live productions and editing workflows
- Managed media files, editing systems, and project organization to support long-term production needs

**Team Lead / Reader** Jun 2015 – Jun 2018  
DRC | Woodbury, MN

- Led scoring teams and maintained calibration standards across large-scale digital assessment programs
- Provided technical troubleshooting for scoring systems and ensured consistent system performance
- Conducted quality reviews to ensure accuracy and compliance with testing standards

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

- Supported broadcast production systems including cameras, audio boards, editing stations, and networked storage
- Troubleshoot multimedia and IT equipment issues across live and recorded workflows
- Designed branding materials and maintained digital production systems for weekly broadcast content

## EDUCATION

**Bachelor of Science in Technical  
Management | 2010**  
*DeVry University | Edina, MN*  
*Honors: magna cum laude*  
*(GPA: 3.8/4.0)*

## CERTIFICATIONS

**CompTIA A+ Certification 2019  
[220-1001 (Core 1) & 220-1002  
(Core 2)] | 2020**  
*New Horizons Computer Learning  
Center | Eagan, MN*

**Computer Technician**

Sep 2011 – Present

ServiComp Computer Services |

Hastings, MN | [www.sericomptech.com](http://www.sericomptech.com)

- Diagnosed and repaired hardware, software, and network issues across Windows, macOS, and mobile platforms
- Performed troubleshooting, system optimization, malware removal, data recovery, and device repair for home and small business clients
- Provided client training on system performance, security best practices, backups, and recovery workflow

**Mortgage Loan Closer**

Oct 2010 – Dec 2010

Wells Fargo Home Mortgage | Bloomington,

MN

- Managed digital loan documentation systems and ensured compliance with Fannie Mae and Freddie Mac guidelines
- Verified accuracy of closing packages and resolved data discrepancies to maintain regulatory integrity
- Finalized loan files using LPS software and coordinated with underwriting teams to support timely closings