

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 troubleshooted 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
- Troubleshooted 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

AWARDS

High School Korean American Scholarship Foundation Midwest Regional Scholarship Award | Jul 2005
\$500.00
High School Saint Elizabeth Ann Seton Scholarship Award | Jun 2005
\$700.00

Computer Technician

Sep 2011 – Present

ServiComp Computer Services |

Hastings, MN | 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

TECHNICAL EXPERIENCE

Digital Media Specialist

Sep 2014 – Present

Kyle Balitz Creations |
www.hopp.bio/kylebalitz

- Managed and troubleshoot multi-device hardware setups, including cameras, audio interfaces, storage systems, and workstations
- Configured software environments and optimized workflows across video, audio, and photo production platforms
- Built and maintained websites and digital assets using structured file management and industry software

Video Producer / Interviewer

Feb 2018 – Present

Korean Adoptee Stories | www.kadstories.com

- Managed recording hardware, cameras, audio interfaces, and lighting equipment to ensure stable, high-quality capture
- Coordinated multi-device setups and resolved technical issues during interviews and on-site sessions
- Organized and maintained digital files, backups, and media storage for long-term project continuity

Video Producer / Songwriter / Composer

Feb 2012 – Present

Revival Entertainment Association Legacy
Group | www.realgroupstation.com

- Managed multi-camera setups, audio interfaces, and recording hardware to ensure stable, high-quality capture
- Troubleshoot equipment, software, and connectivity issues during on-site and remote sessions
- Organized large volumes of digital media with structured file systems, backups, and long-term storage workflow

Video Producer / VFX Artist / Composer

Oct 2013 – Present

2uo7rax | www.2uo7rax.com

- Managed recording hardware, audio interfaces, and editing software to produce stable, high-quality media
- Troubleshoot equipment, software, and workflow issues during scoring and video production
- Organized and maintained large digital libraries, ensuring structured storage, backups, and long-term file integrity

Video Producer / VFX Artist / Composer

Oct 2012 – Present

2uo8eats | www.2uo8eats.com

- Managed recording hardware, audio interfaces, and production software to ensure stable, high-quality media output
- Troubleshoot equipment, software, and workflow issues during audio production and editing
- Organized and maintained large digital libraries with structured storage, backups, and long-term file management

Pianist

Sep 2019 – Present

2uo12iano | www.2uo12iano.com

- Configured and troubleshoot digital pianos, audio interfaces, microphones, and multi-device recording setups for live and recorded performances
- Synchronized audio sources and managed signal flow to maintain consistent, high-quality output across varied environments
- Adapted equipment setups for diverse venues including weddings, funerals, nursing homes, hospitals, art fairs, exhibitions, and conventions, ensuring reliable operation under different technical conditions

COMMISSIONS

Video Producer / AV Technician Nov 2024
Carlos Díaz Ensemble | Minneapolis, MN

- Maintained and troubleshoot multi-device recording systems for stable camera, audio, and storage performance
- Resolved real-time connectivity and signal-flow issues during a live event
- Managed equipment configuration, data handling, and post-production workflow

Video Producer / AV Technician / Photographer Mar 2024 – Jan 2025
Rick Bronson's House of Comedy | Bloomington, MN

- Operated and maintained multi-camera video systems, audio interfaces, and recording hardware
- Troubleshoot device configuration, connectivity, and signal-flow issues during live shows
- Managed equipment setup, system calibration, and structured technical workflow

Video Producer / Photographer Jan 2024 – May 2024
Ecosnow Services LLC | Hastings, MN

- Coordinated multi-device camera, lighting, and audio systems while directing a small production crew
- Managed post-production workflows and organized large media files for multi-platform delivery
- Standardized technical processes to improve consistency and project efficiency

Video Producer / Interviewer Apr 2021
Emerson College MA in Public Relations
Capstone Project | Caitlin Wilde

- Collected and organized participant data by conducting two structured focus group interview sessions with Korean Adoptees
- Managed recording equipment, file organization, and technical workflow while producing a public service announcement supporting adoptee citizenship advocacy
- Delivered a final project recognized for its quality, accuracy, and effective execution of technical requirements

EXHIBITIONS

Fall Saint Paul Art Crawl | Art on Broadway | Oct 2025
Tilsner Artists Cooperative | Saint Paul, MN

Andover Sunflower Field | Sep 2024
Terra & Shawn W. Smith | Andover, MN

Adoptee Hub's Kimchi Festival | Sep 2022
Adoptee Hub | Mounds View, MN

Illustrator / Character Designer

Aug 2020

“The Sunny Day School” Children’s Book
Series | Dr. Janeice Garrard

- Delivered 15 original character designs optimized for clarity, consistency, and audience engagement.
- Structured bilingual layouts integrating Korean and English text with precise visual alignment.
- Applied cross-platform design principles to enhance educational accessibility and cultural relevance.

Graphic Designer

Aug 2019

Mental Health Awareness Logo | MN State
Advisory Council on Mental Health

- Partnered with council leadership to iterate the official event logo through 17 structured revisions, incorporating stakeholder feedback with version-controlled updates.
- Produced a final vector design deployed across large-scale print assets and signage throughout the Minnesota State Fairgrounds.
- Delivered a production-ready mark that achieved front-page placement on the August 26, 2019 Daily Schedule brochure and remains in active use.