KYLE ROBERT BALITZ

COMPUTER / IT TECHNICIAN

SUMMARY

CompTIA A+ certified IT Technician with 10+ years of experience providing hardware, software, networking, and end-user support. Skilled in troubleshooting, deployment, imaging, system administration, ServiceNow, Cisco networking, and enterprise deployment operations across Windows, Linux, and macOS environments.

EXPERIENCE

Founder / Multimedia Producer Sep 2026 – Present
Balitz Productions | Hastings, MN

- Supported multimedia production systems, creative workstations, storage solutions, recording environments, and digital content workflows
- Troubleshot hardware and software issues while managing digital assets and production workflows

Field Representative / Research Associate Jun 2026 – Present
RDSolutions | Hastings, MN

- Conducted retail audits, inventory verification, and mobile reporting while maintaining accuracy and meeting project deadlines

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

- Operated and troubleshot cameras, audio systems, lighting equipment, editing workstations, and storage systems during documentary production
- Provided technical support, media management, and workflow coordination throughout production and post-production activities

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

- Supported recording, editing, storage, and multimedia systems while managing digital assets and long-term file organization
- Troubleshot hardware, software, and production workflow issues across interviews, remote sessions, and post-production activities

CONTACT

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(651) 491-8441

Email
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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

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

- Maintained accuracy and consistency within digital scoring systems while supporting operational efficiency and quality standards

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
- Troubleshot 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

- Supported AV systems, recording equipment, editing workstations, lighting, and media management workflows
- Troubleshot hardware, software, and production system issues while supporting live and recorded events

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

- Led digital assessment teams while maintaining quality assurance standards, technical troubleshooting support, and system accuracy reviews

Owner / Digital Media Specialist Sep 2014 – Present
Kyle Balitz Creations | Hastings, MN |
www.hopp.bio/kylebalitz

- Configured and maintained computer systems, storage solutions, backup systems, websites, and digital assets
- Provided technical support and resolved hardware and software issues across multiple environments

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

- Supported broadcast production technology, editing systems, cameras, audio equipment, and networked storage environments
- Maintained multimedia systems and production workflows supporting weekly broadcast operations

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

Owner / Computer Technician Sep 2011 – Present
ServiComp Computer Services |
Hastings, MN | *www.servicomptech.com*

- Diagnosed and repaired hardware, software, networking, malware, and data recovery issues across Windows, macOS, and mobile platforms
- Performed system upgrades, optimization, device repair, and end-user support for residential and small business clients.
- Operated an independent computer services business while providing technical guidance and security best practices

Mortgage Loan Closer Oct 2010 – Dec 2010
Wells Fargo Home Mortgage | Bloomington,
MN

- Managed digital loan documentation, verified data accuracy, and maintained compliance with established lending standards