

KYLE ROBERT BALITZ

COMPUTER / IT TECHNICIAN

SUMMARY

CompTIA A+ certified IT & Multimedia Technician with 10+ years of experience supporting hardware, software, networking, and digital production systems. Skilled in diagnosing and resolving complex technical issues, configuring Cisco network devices, imaging and deploying systems, and supporting users in fast-paced environments. Adept with Windows, Linux, macOS, ServiceNow, and a wide range of 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 equipment, lighting, and editing systems during documentary production
- Managed digital files, storage devices, and editing workflows to ensure reliable media handling
- Collaborated with artists and educators, providing technical support throughout interviews and production sessions

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

- Supported multimedia hardware and software, ensuring stable operation of recording, editing, and storage systems
- Managed digital assets and maintained organized file structures across multiple long-term 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
- Resolved system alignment issues and collaborated with teams to maintain scoring integrity and workflow efficiency

CONTACT

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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 audio/video setup, multicamera systems, video production & editing

Professional Strengths
Communication, project coordination, documentation, team collaboration

Deployment Operations Center L2 Analyst

Apr 2018 – Nov 2018

IBM / Best Buy / CTG

- 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 /

May 2018 – Present

Photographer

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 /

Feb 2013 – Nov 2017

Interviewer

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

Mortgage Loan Closer

Oct 2010 – Dec 2010

Wells Fargo Home Mortgage | Bloomington, MN

- Managed digital documentation systems and ensured accuracy and compliance with mortgage regulations
- Finalized loan packages using LPS software and maintained data integrity

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