Kasey Kelso

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***Computer Support/ Repair/ Information Technology***

# **Technical Summary**

Highly motivated US Veteran with supervisory and information technology experience

Proficient with programming specifically Visual Basic, C, Basic, and HTML

Stellar aptitude to upgrade and repair hardware and software

15 years’ experience in Microsoft Office (Word, Excel, PowerPoint, Outlook, Access)

# **Education and Certifications**

**LearnKey** *2015*

Network + CE certification, Security + CE certification, and MOS: Microsoft Word

**Bachelor of Science in Computer Technology** *May 2000*

Anytown University

# **Professional Experience**

**Computer Repair Technician**, MoFlex™, Salt Lake City, UT *January 2014-Present*

* Troubleshoot and repair personal PCs for residential homes.
* Set up and repair home networks for residential homes.
* Saved users an average of an hour per week through helping them become more efficient users
* Managed a team of junior personnel and increased their work efficiency by 20% year over year

**Repair Technician/Tester**, SquareBadges, Tempe, AZ *December 2011- December 2013*

* Ran analysis on cable box models utilizing proprietary computer programs to troubleshoot issues
* Performed diagnostics and repairs of cable boxes
* Diagnosed and replaced external and internal components
* Responsible for recording results in database

**Helpdesk Analyst,** SpiceWorks—International, Mazatlán, MX *December 2004- December 2011*

* Loaded, configured, and troubleshoot operation of standard software applications, including operating systems, email, and office productivity suites
* Resolved complex issues with standard desktop software applications
* Provided customer service to internal customers
* Provided network maintenance

# **Military Experience**

**Military Police, United States Army** *January 2004- December 2004*

*United States Army*

* Performed security patrol on base
* Awarded for excellent service