Kasey Kelso

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

# **Key Qualifications**

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

# **Education and Certifications**

**LearnKey** *2015*

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

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

Any town 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