

Kevin Barnhart

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HIGHLIGHTS

- Software/hardware troubleshooting
- Deploying computers/printers/scanners
- Proficient knowledge of Win XP/7/10
- Proficient in Microsoft Office
- Familiar with Mac computers
- Familiar with Adobe Creative Suite
- Able to communicate well with both technical and non-technical people
- Works well independently or with a team
- Patient and diligent

WORK HISTORY

Technical Support Analyst, Edgewater Federal Solutions at WIPP, Carlsbad, New Mexico

August 2016 - Present

- Act as the first point of telephone contact in a helpdesk environment that serves 500+ employees.
- Work with end users to troubleshoot their issues with computers, laptops, software, telephones, and other types of technology.
- Create, receive, and close technology tickets on Sharepoint ticketing system.
- Collaborate with the systems analyst and network team to troubleshoot issues.
- Handle web postings for the WIPP intranet and wipp.energy.gov website.

Technology Support Specialist, Carlsbad Municipal Schools, Carlsbad, New Mexico

September 2013 - June 2015

- Troubleshoot PCs, laptops, printers, projectors, smart boards, and other educational hardware and software.
- Receive and close technology tickets daily from end users.
- Image PCs and deploy them to their location.
- Collaborate with network team to troubleshoot network related issues.
- Provide technology support to two locations while also providing support to additional sites when needed.
- Responsible for tracking technology equipment for yearly asset audit.

CERTIFICATIONS

IASSC Certified Yellow Belt - Lean Six Sigma Certification

EDUCATION

Eastern New Mexico University, Portales, New Mexico

- Bachelor of Fine Arts in Animation, Media Arts & Design (August 2008 - May 2012)

REFERENCES

Gerald Holguin, IRM Program Manager at WIPP, Carlsbad, New Mexico

Gerald.Holguin@wipp.ws

Gabriel Lopez, Lead Systems Administrator at Carlsbad Municipal Schools, Carlsbad, New Mexico

Gabriel.Lopez@carlsbad.k12.nm.us

Daniel Olivas, Network Analyst at Austin Independent School District, Austin, Texas

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