

Kyle Southerland

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EMPLOYMENT

Mouser Electronics, Mansfield, TX (October 2006 – Present)

PC Support Technician

- Provide technical support for a 500+ user environment at central and remote locations globally
- Help desk Tier 1 and Tier 2 support for Windows, Network, and Terminal Server support
- Maintain existing workstations and advise on new workstation purchases and related computer hardware
- Manage multiple simultaneous initiatives and projects including a company-wide upgrade to Microsoft Office 2007
- Create and develop procedures for internal support processes and maintain Triactive ticket system

DeLaval Cleaning Solutions, Dallas, TX (January 2006 – October 2006)

District Sales Manager

- Built positive relationships with client management in order to support plant sanitation lines
- Utilized communication skills to provide on-site training and technical support to customer base
- Managed complex and detailed travel arrangements on a continual basis
- Facilitated the revision of processes and procedures to increase profitability and time management
- Developed dependable working relationships despite limited interaction

Texas A&M University, Dept. of Agricultural Economics, College Station, TX (October 2003 – May 2005)

Student Technician / Help Desk

- Provided friendly and helpful customer service and phone support to a department of over 200 people
- Trusted to advise the department on the latest updates to best support faculty and staff needs
- Compiled a fully patched unattended installation DVD with Windows XP and MS Office resulting in a significant reduction in re-work, deployment time, and man-hours
- Researched the latest technology in order to maintain computer hardware and software

Briaud Financial Planning, Bryan, TX (September 2002 – April 2005)

Assistant Network Administrator

- Provided desktop and network support
- Managed backups of workstations and mail server through Veritas backup

EDUCATION

Texas A&M University, College Station, Texas
College of Agriculture and Life Sciences
BS – Food Science and Technology, Industry Option
GPA in Major: 3.272

HONORS

Eagle Scout (Spring 2001)