

Kelly Kemnitz

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Objective:

To obtain a Cooperative Education position within the field of Computer Science

Education:

Bachelor of Science in Computer Science
Wichita State University, Wichita, KS

December 2011
GPA 3.4/4.0

Work History:

Student Contractor

PrO Unlimited On-Site at LSI Logic

January 2010 – Present

Internet Help Desk Technician

Hubris Communications, Wichita, KS

August 2008 – December 2009

- Solved technical support issues for customers via telephone
- Handled basic customer billing with the receipt and application of payments
- Performed on-site installation and troubleshooting procedures of internet services

Assistant Network Administrator

SCTelcom, Medicine Lodge, KS

January 2005 – August 2008

- Maintained and provided administration support of servers, workstations, firewalls, routers, switches, access points, and printers for both external customers and internal users
- Recommended, purchased, and implemented technical solutions for external customers
- Served as on-call technician every three weeks, providing 24/7 availability during equipment, network, and power outages
- Contacted vendors for support in technical recommendations, quotes, and hardware failures
- Provisioned various data and telephone circuits for external customers
- Produced inventory of IT equipment and sold outdated items to hardware vendors

Outside Plant Technician

SCTelcom, Wichita, KS

October 2003 - January 2005

- Installed telephone and data services for residential and business customers
- Served as on-call technician every two weeks, providing 24/7 availability for residential and business customers experiencing telephone outages

Internet Help Desk Technician

SCTelcom, Wichita, KS

August 2002 – October 2003

- Answered technical support calls for residential internet customers and offered troubleshooting assistance as a part-time employee

Marketing Assistant

LS Industries, Wichita, KS

May 2002 – August 2002

- Assisted marketing director in the creation of advertisements for web sites and magazines
- Photographed machinery for publication in equipment catalogues
- Organized the shipment of machinery to customers, and loaded/unloaded semi-trailers for a brief time while shipping manager was vacationing

Technical Skills:

Operating Systems:

Windows 95/98/ME/2000/XP/2003/Vista/7; Linux Gentoo/Knoppix/Red Hat/Ubuntu; Windows Server 2000/2003; Mac OS X

Applications:

Active Directory; Amavis; Apache; Asterisk PBX; Bind; Cyrus IMAP; Cyrus POP3; DHCPd; Exchange; FTP; IIS; Microsoft Office (Outlook, Word, Excel, PowerPoint); MSConfig; MySQL; Nagios; Named; Netsh; Netstat; Postfix; Postgrey; Rsync; Samba; SCP; Shoutcast; SNMP; Squirrelmail; SSH; Symantec Backup Exec; System File Checker; TCP Dump; Telnet; VSFTPd; WatchGuard System Manager; Webmin

Hardware:

Cisco Routers and Switches; Dell Desktops, Laptops, and Servers; WatchGuard Firewalls

Activities and Honors:

Dean's List (Fall 2008 & Spring 2009)