

KYLE HOLZ

1184 FAIRFIELD ST, LINCOLN, NE 68521, 402-309-9179, KYLEHOLZ@OUTLOOK.COM

SKILLS

- Swiss army knife developer: Back-end, Front-end, Devops, and Martech
- Veteran communicator and resource gatherer
- Adept at navigating constantly changing priorities
- Understanding of politics and reading between the lines

EXPERIENCE

UN Information Technology Services Lincoln, Nebraska 1/6/2016 to Present

WEB DEVELOPER

- Lead developer for Nebraska.edu domain
- Client contact for bugs and rapid-response assistance
- Constant communication with multiple marketing teams
- Sole devops engineer for 10+ projects

UN Computing Services Network Lincoln, Nebraska 10/1/2014 to 1/6/2016

SERVICE DESK ASSOCIATE

- Handled Phone/Email correspondence for incidents within company systems
- Created reports using the ticketing system's built in reporting feature
- Tested employee service management tool feature changes for bugs or formatting issues
- Level 1/2 technical support

Dell Inc. Lincoln, Nebraska 1/14/2013 to 9/28/2014

TECHNICAL SUPPORT ASSOCIATE

- Conducted level 1 technical support for multiple clients
- Handled initial troubleshooting within software and physical equipment
- Received multiple awards for customer service and performance

EDUCATION

OCTOBER 2012 - SEPTEMBER 2015 Southeast Community College *Lincoln, Nebraska*

AAS BUSINESS ADMINISTRATION - INFORMATION SYSTEMS FOCUS

- General business knowledge with courses in web development