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Kenneth King

Desktop Support

Desktop support tech with four years supporting knowledge workers across two mid-sized companies. Strong on Windows imaging, Mac fleet management with Jamf, and the boring-but-critical work of clean asset records. Comfortable being the person who actually walks the floor.

CONTACT INFORMATION



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EDUCATION

- B.A. Communications, Portland State University, 2020
- CompTIA A+ (2021)

KEY SKILLS

- Windows 10/11, macOS Sonoma, iOS/iPadOS
- Microsoft Intune, Autopilot, Jamf Pro
- Directory services and cloud identity platforms
- Microsoft 365 admin, Exchange Online
- Snipe-IT, Freshservice, Jira Service Management
- Zoom Rooms, Teams Rooms, Crestron basics
- Okta, Duo, 1Password Business
- Ticket documentation and knowledge base writing

PROFESSIONAL EXPERIENCE

Desktop Support Technician | Kerrisdale Legal Group, Portland, OR
2022 - Present

- Support 480 attorneys and staff across the downtown office and two satellite locations, covering Windows laptops, iPhones, and conference room audio and video.
- Deploy and refresh about 25 machines a month through Autopilot, keeping a shared calendar so partners get their swaps outside court weeks.
- Cleaned up the Snipe-IT asset database, reconciling 300+ mismatched records against the physical inventory over one quarter.
- First responder for Zoom Rooms across nine conference rooms, including two that host client depositions.
- Wrote a short guide for new attorneys on securing DocuSign and Clio access on personal iPads.

IT Support Specialist | Aldergrove Home Furnishings (Headquarters), Beaverton, OR
2020 - 2022

- Handled Tier 1 and Tier 2 tickets for headquarters staff plus phone support for 22 retail locations.
- Managed a mixed Windows and Mac fleet through Kaseya and Jamf, roughly 220 endpoints.
- Ran quarterly phishing simulation follow-ups with the security lead, meeting with repeat clickers one-on-one.
- Handled hardware receiving, imaging, and shipping to stores, averaging a two-day turnaround.