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Kenneth King

Entry Level Information Technology

Recent computer science graduate with 18 months of help desk and desktop support experience across a 400-person insurance office and a university IT lab. CompTIA A+ and Network+ certified, comfortable troubleshooting Windows, macOS, Active Directory, and Microsoft 365. Seeking a junior sysadmin or IT support role to keep building on networking and cloud basics.

CONTACT INFORMATION



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EDUCATION

- B.S. Computer Science, North Carolina State University, 2023
- CompTIA A+ (2022), CompTIA Network+ (2023)
- Currently studying for the CompTIA Security+ exam

KEY SKILLS

- Windows 10/11, macOS, basic Ubuntu
- Active Directory, Group Policy, Entra ID basics
- Microsoft 365, Exchange Online, Teams admin
- Intune, endpoint management tools, autopilot imaging
- Freshservice, ServiceNow, Jira
- Core networking protocols, name resolution, address assignment, and basic network segmentation concepts
- PowerShell scripting (intermediate), Bash (basic)
- Ticket triage, remote support (ScreenConnect, TeamViewer)

PROFESSIONAL EXPERIENCE

IT Support Specialist | Hartwell Mutual Insurance, Raleigh, NC 2023 - Present

- First point of contact for 380+ end users across two branch offices, handling roughly 25 tickets per day through Freshservice with a 94% first-touch resolution rate.
- Rebuilt the new-hire laptop imaging process using Microsoft Intune and autopilot profiles, cutting setup time from about 4 hours to under 45 minutes per device.
- Troubleshoot remote access, printer, and Outlook issues over phone, Teams, and walk-ups; document fixes in the Confluence knowledge base so tier 2 sees fewer repeat tickets.
- Manage Active Directory accounts, security group membership, and multi-factor login resets under the guidance of the senior sysadmin.
- Ran a quiet swap of 60 aging Dell OptiPlex workstations to refurbished units over three weekends with zero business-day downtime.

Student IT Technician | NC State University, Instructional Technology Labs, Raleigh, NC 2022 - 2023

- Staffed a walk-up help desk in the main computing lab, supporting students and faculty on lab printing, eduroam Wi-Fi, and shared research software.
- Reimaged around 120 lab machines each semester using centrally managed task sequences and validated software licenses before the term started.
- Escalated network and account issues to the central IT team using ServiceNow, with detailed notes that shortened average handoff time.
- Trained six incoming student workers on ticket etiquette, basic user directory lookups, and safe handling of student education records.