KRISTOFA WYLLIE

community.mis.temple.edu/kwyllie|

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 Kristofa.wyllie@temple.edu|

EDUCATION: Temple University Fox School of Business
               Bachelor of Science Management information systems, Graduation: May 2024
               Delaware County Community College
               Associate Degree in Network Engineering, May 2019

SELECTED COURSES:
               Digital Systems

INFORMATION TECHNOLOGY SKILLS:
               Computer Software Knowledge   Internet Security
               Computer Hardware Knowledge   Networking
               Troubleshooting   Software Installation

EXPERIENCE:
Delaware County community College, Media, PA
Intern (Help desk Technician)

                                                      April 2019 – June 2019

- Installed workstations; Image computers and laptops; Wipe hard drives
- Updated computer Bios
- Recorded Inventory of All devices in storage
- Re-imaged laptops and desktops
- Joined machines to the Active Directory Domain
- Inventoried new computers into the system using the ASAP software
- Replaced hardware such as ram chips and hard drives
- Replaced classroom computers with new computers/adding printers
- Diagnosed when PC has problems and resolving hardware issues

TEMPLE UNIVERSITY, Philadelphia, PA   2019 - Current
Technical Support

- Managed Staff, Students, Faculty and Alumnus Accounts ; Password resets , Account Activation.
- Navigated with Staff, Students, Faculty and Alumnus for Two Step Verification Security remediation issues
- Engaged in oral and written communication with Clients remotely and on site.
- Resolved software related issues for Mobile , Personal Computers and Laptop Devices.
- Configured Internet Connection for Students and Staff residing on campus.
- Assisted Students and Staff with Registering their Console and Smart TV Devices correctly Via Clear Pass Policy Manager
- Installed Operating systems on Client's Devices
- Installed Workstations; imaged Desktops
- Troubleshoot Microsoft Office and Adobe Application Software on Clients Devices

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