

Contact

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Top Skills

Information Systems

Troubleshooting

Software Documentation

Certifications

Google Data Analytics Certificate

Google Certifications

Kyle Miwa

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Eugene, Oregon, United States

Experience

University of Oregon

Student Technician

September 2024 - Present (1 year 7 months)

Eugene, Oregon, United States

Working under the University of Oregon's User Support Services as a student technician assisting faculty and staff with I.T. issues

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Help Desk Technician

June 2023 - September 2023 (4 months)

Moorpark, California, United States

- Used, Created, and Maintained Documentation

- Worked through tickets by working with clients in person and on-site using our company's documentation and my intuition and knowledge from previous experiences.

- Assisted in larger tasks including a server migration, new phone system, and firewall/networking equipment.

- Regularly used problem-solving skills to resolve problems as they came up during on-site interaction

University of Oregon

Student Technician

April 2023 - June 2023 (3 months)

Eugene, Oregon, United States

Worked as a student technician for User Support Services Academic Central.

I had the opportunity to work closely with school faculty solving technical problems and assisting our users in their computer workflows. I was able to gain extremely valuable experience in customer service and its intersection with I.T.

Azuki Boba Tea

Barista - Shift Team Lead - Social Media Manager

September 2021 - September 2022 (1 year 1 month)

Thousand Oaks, California, United States

I was lucky enough to be among the first employees at this small, locally-owned business.

This job allowed me to work closely with my boss and help organize and plan local community events at local colleges and for other communities' fundraisers.

Running the social media for this business also gave me some great experience in social media management.

Because I was one of the first employees, I helped train many of the current employees. This was something that I found genuinely enjoyable and took pride in.

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I.T Technical Intern

November 2021 - July 2022 (9 months)

Moorpark, California, United States

Technical intern for Un1tee I.T.

Lots of incredible experience was gained during this time. I had the chance to work on-site with clients to understand what their I.T. implementation was like and see what problems they encountered on the day-to-day. I was lucky enough to do engaging work and get a feel for what the field is like.

My experiences with this job and the lessons I've learned will stay with me forever.

Education

University of Oregon

Bachelor of Science - BS, General Social Science · (September 2022 - November 2027)

University of Oregon

1 Year Completed · (September 2022 - June 2023)