

Kyle Henderson

kyleevanh90@gmail.com ❖ (289) 931-0366 ❖ Welland, ON

SKILLS

- Proficient in web development technologies including CSS, HTML, JavaScript, React, and Tailwind.
- Proficient in programming languages including ASP.NET MVC, C#, JavaScript, .NET, Python, and Rust.
- Experienced in database technologies including MariaDB, MongoDB, SQLite, and T-SQL.
- Experienced with Microsoft Office 365 including Excel, Outlook, PowerPoint, and Word.
- Strong communication skills in providing clear and concise explanations to clients.
- Meticulous attention to detail in all areas, including but not limited to technical support and programming.

EDUCATION

Niagara College

Sep. 2022 – Dec. 2024

Ontario College Advanced Diploma, Computer Programming and Analysis Co-Op

Welland, ON

- President's Honor Roll – Fall 2022, Winter 2023, Fall 2023, and Winter 2024 Terms.
- Programming experience strengthened through many in-class projects and exams.

RELATED WORK EXPERIENCE

ITS & Library Help Desk Agent - Contract

Sep. 2023 – Present

Niagara College

Welland, ON

- Provide technical support and troubleshooting for a variety of hardware and software issues, including operating system errors, virus infections, and network connectivity.
- Provide remote technical support to clients, troubleshooting issues via phone or remote access software.
- Provide excellent customer service by greeting clients and addressing inquiries and concerns in a timely and professional manner.

Computer & Audio-Visual Technician - Contract

Apr. 2023 – Sep. 2023

Niagara College

Niagara-on-the-Lake, ON

- Installed, configured, and maintained computer systems according to company standards.
- Delivered prompt technical assistance and resolution for service calls, ensuring swift resolution to various hardware and software issues.
- Executed Windows installations and conducted updates in adherence to established policies and procedures, ensuring system integrity and compliance.
- Installed and configured overhead projectors and document cameras, ensuring correct operation and optimal performance.
- Performed comprehensive office setups for hardware, including computers, laptops, phones, and docking stations, ensuring functionality and user readiness.