# Kevin Durand

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## EDUCATION

*Old Dominion University*
**B.S. in CyberSecurity, Expected GPA 3.63**                **Expected Graduation: May 2023**

## RELEVANT WORK EXPERIENCE

**Dish Blacksburg, VA**                                              **June 2017-January 2018**
**Satellite and Internet Technical Support**
- Learning and Implementing the usage of a software that assisted with phone calls and interactions with customers
- Performed technical support for customers and installers; working over the phone I would listen to and help customers in getting their satellite up and running.

**Systems Group**                                              **April 2021-September 2021**
**Consultant**
- Using an email-based ticketing system, helped users with issues they had in their interactions with ODU servers.
- Performed projects that improved my understanding of server and operating system issues.
- Worked with more experienced members to solve problems.
- Arranged desks and computers to maximize their usage by students.

**ITS Help Desk**                                              **March 2022-September 2022**
**Help Desk Student Worker**
- Taking phone calls and responding to emails, using a ticket based system, helped ODU workers and students with account and IT based issues.
- Troubleshooting and resetting passwords and two factor authentication issues.
- Acted as both customer service and IT consultant, helping people with their problems while providing excellent customer service.

**Swisslog Logistics**                                              **September 2023-November 2023**
**Global Help Desk Engineer**
- Taking phone calls and responding to emails, using a Zendesk ticketing system to troubleshoot issues with the robotic based solutions in distribution centers.
- Used remote connection to help troubleshoot issues with servers, networks, and programs related to the different robotic based solutions.
- Worked with other members and did research and troubleshooting on the physical components of robots, from the networking to the physical operation of the robot.

## RELEVANT COURSE WORK AND SKILLS

**Unbuntu/Windows**
- Own both a Windows and Linux based computer, taking it upon myself to be the whole source of troubleshooting various issues.
- Understanding of some command line, performing maintenance and troubleshooting using the command line itself.
- Worked on robots, updating firmware, software interaction support, and hardware research/troubleshooting.