

Keelan Miskel

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Professional Summary

Detail-oriented IT professional with hands-on experience in helpdesk and technical support. Skilled in diagnosing and resolving hardware, software, and networking issues while maintaining high levels of customer satisfaction. Certified in CompTIA A+ and Network+, with proven ability to manage user accounts, troubleshoot peripherals, and deliver effective IT solutions in fast-paced environments. Strong background in customer service and communication, with 10+ years of experience engaging with diverse clients and users.

Core Skills

- Help Desk & Remote Support (ticketing systems, troubleshooting)
- Hardware & Software Installation, Configuration, and Maintenance
- User Account Administration (Active Directory, password resets)
- Networking Principles (LAN/WAN, TCP/IP, VPN basics)
- Printer & Peripheral Support
- Customer Service & Communication
- Problem Solving & Incident Prioritization

Professional Experience

IT Technician

Brydan Solutions – Las Vegas, NV | 1 year

- Delivered remote and on-site support to multiple client organizations.
- Conducted regular system maintenance to ensure reliability and uptime.
- Managed and prioritized IT support tickets, improving response time and efficiency.
- Collaborated with clients to identify technical needs and deliver tailored solutions.

Technical Support Representative (FedEx Contract)

Telus International – Remote | [add tenure]

- Provided tier 1–2 support for FedEx server systems and APIs.
- Assisted customers with troubleshooting, configuration, and system access.
- Documented and escalated technical issues when necessary to higher-level engineers.
- Maintained excellent customer satisfaction through clear, professional communication.

Fine Dining Server

Truluck's – Dallas, TX | 2 years

- Built strong customer service and communication skills, consistently ensuring guest satisfaction.
- Resolved service-related challenges quickly and professionally.

Store Manager

Hollister Co. – Waldorf, MD | 1 year

- Led a retail team while ensuring adherence to corporate merchandising standards.
- Oversaw store operations including opening/closing procedures and cash handling.
- Delivered strong service, boosting repeat customer engagement.

Education

Old Dominion University – Norfolk, VA

Studied Information Systems Technology

Nansemond River High School – Suffolk, VA

Graduated with Honors, GPA 3.7

Certifications

- CompTIA A+
- CompTIA Network+