

Kody Pace

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- Education*
- **Bachelor of Arts, Drury University** Partial completion
Emphasis in Computer Science and Mathematics
Computer Science Major GPA 3.71
Mathematics Major GPA 3.93
Completed required curricula for Computer Science and Mathematics majors.
 - **High School Diploma**, Spring 2004
Central High School Springfield, MO

Relevant Work Experience

- **IT technician, Paperwise:**
September – October 2013

Provided IT solutions, including setting up & managing virtual servers (hosted w/ VMWare), Windows system maintenance (such as the recovery of lost data from a database on a non-booting system), network troubleshooting (analyzing protocol handshakes in Wireshark), & employee PC workstation support.

- **Agent Support Group (ASG) Pool, Teletech – HP Project:**

June 2011 – January 2012

Provided support, in the form of advice, direction, and development, to Front Line Agents (FLAs) providing consumer notebook troubleshooting. Included assistance with PC HW & Windows SW remote troubleshooting concepts and techniques, HP software tool utilization, process adherence, and agent technical and career development. Also assisted with documenting and reporting ongoing/emerging technical issues with products.

- **Front Line Agent (FLA), Teletech – HP Project:**

September 2009 – June 2011 , January – December 2012

Functioned as a first contact technical support representative in Hewlett-Packard's consumer notebook phone support operations. Provided software and hardware malfunction diagnosis, via remote troubleshooting techniques, as well as customer service and sales advice.

- **Student Technician, Technology Services Drury University:**

October 2007 – January 2009

Initially, worked under the PC Support Manager performing maintenance and repair for Microsoft Windows PC workstations, including hardware troubleshooting and part replacement for desktops and notebooks, operating system reinstallation or re-imaging using Microsoft SCCM or Symantec Ghost, system configuration, device driver troubleshooting, IP and AD network troubleshooting,

virus/malware identification and removal, and application software installation and configuration.

Later, worked with the desktop architecture engineer to transition to automated client system management solutions, such as Microsoft System Center Configuration Manager (SCCM) and McAfee ePolicy Orchestrator. Produced hardware independent system images using Microsoft Sysprep and distributed them with Symantec Ghost and later SCCM. Worked on a project to develop a test bed, composed of multiple dummy workstations networked together with replicas of all relevant production systems, to provide a safe testing environment for new systems.

- **UNIX Workstation Technician, Chemistry Department**

Drury University: July – September 2007

Setup and configured a Sun workstation controlling a Varian NMR (Nuclear Magnetic Resonance) instrument system. This included data retrieval from a previous inoperable workstation, network setup, FTP server configuration, disk management, and installation of necessary user utilities.

Other Work Experience

- **Data Entry, Mihlfeld & Associates, Inc.:**

April – May 2013

Performed data entry (alphanumeric as well as 10-key) of paper trucking shipment invoices, including simple business insight classification decisions.

- **Tutor, Do the Math Learning Center:** Summer 2008 – Summer 2009

Provided part-time tutoring services for high school and college level mathematics and physics.

Technical Skills

- **Language experience**

Programming Languages: C, C++, C#/.NET, Java, CLISP

Scripting Languages: perl, php, bash, Windows cmd, JavaScript, awk, sed

Database Query Languages: SQL

Document Markup Languages: L^AT_EX, HTML/CSS

Miscellaneous Languages: matlab

- **OS experience:** GNU/Linux, NetBSD, SunOS/Solaris, Windows NT 5 (2000/XP/Server 2003) & 6 (Vista/7/Server 2008)

- **Network/Protocol experience:** Ethernet, TCP/IP, DNS, DHCP, SMTP, POP, Telnet, SSH, HTTP, NetBIOS over TCP/IP, SMB over TCP/IP, LDAP, SOCKS

- **API/Library experience:** C standard library, C++ standard library, Berkeley Network Sockets, POSIX

- **PC notebook & desktop hardware experience**

General Skills

- **Excellent analytic & deductive logical reasoning**

- **Strong verbal & written communication**

- **Proficient keyboard typing, up to 75 WPM, & including 10-key**

- **Self-motivated & directed**