

# KYLE KING

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## ABOUT

Innovative IT Systems Engineer & Full Stack Developer with a track record of developing effective solutions since 2019. Combines technical proficiency with leadership experience as IT Systems Engineer at Bally's Evansville and Chief of Operations at Root Labs US, consistently exceeding expectations.

## WORK EXPERIENCE

**Information Technology Systems Engineer at Bally's Evansville Casino & Hotel - Evansville, IN (December 2024 - Current)**

- System Administration: Job control, backup/recovery, and troubleshooting across AS400, Unix AIX, VMWare ESXi, and Windows Server.
- Technical Support: Hardware/software troubleshooting, Active Directory management, and end-user assistance.
- Compliance & Security: Maintained regulatory compliance (PCI, Sarbanes Oxley) and monitored system security.
- Network and Server Management: Managed file servers, network systems, and phone systems.

**Chief of Operations & Principal Technician at Root Labs US - Evansville, IN (October 2024 - Current)**

- Directed IT operations, encompassing cybersecurity, network infrastructure, cloud services, and custom web development.
- Developed and implemented custom web solutions, managed network infrastructure and cloud services, leveraging expertise in IT, networking, security, and web development.

**Service Manager & Computer Repair Technician at Computers Plus Inc. - Evansville, IN (March 2021 - May 2024)**

- Directed service operations and managed a technical team, overseeing advanced diagnostics and repairs for a wide range of devices.
- Provided comprehensive technical support and exceptional customer service, specializing in Windows, iOS, and electronics repair.

**Advanced Repair Agent at Best Buy / Geek Squad - Evansville, IN (November 2019 - March 2021)**

- Provided advanced technical support and repair services, resolving complex technology issues and ensuring high customer satisfaction.
- Served as a point of escalation, performing hardware/software repairs, installations, and providing expert technical guidance.

# EDUCATION

Henderson County High School - Henderson, KY (2016 - 2019)

- Advanced Software & Game Development
- Web Development (HTML, CSS, JavaScript)
- Cybersecurity Fundamentals
- Principles of Information Technology

# SKILLS

- Systems (AS400, Unix, VMware, Win, AD, Linux)
- Network/Security (TCP/IP, DNS, VPN, Encrypt)
- Web Development (JS, HTML, CSS, PHP)
- Management/Team Leadership