

Ashlyn Kuhl

Orange County, CA

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SUMMARY

IT Support Professional with 5+ years of experience providing technical support, troubleshooting, and end-user services in enterprise environments. Skilled in hardware and software installation, patch management, system deployment, and A/V setup for live events. Adept at managing macOS, iOS, and Windows environments, responding to escalated issues, and training end-users. Proven ability to explain technical concepts to non-technical users and work collaboratively with IT teams.

TECHNICAL SKILLS

- **User Administration:** GSuite, Office365, AzureAD, Adobe Suite, Jira, Slack, Github, Okta
 - **Endpoint Management:** Windows, macOS, iOS, Android; MDM tools (Jamf, Intune, Jumpcloud), asset tracking, imaging/deployment, security patching (Automox/Cortex).
 - **Troubleshooting:** Software/hardware diagnostics, ticketing systems (Jira, Zendesk), Remote desktop softwares (RDP, Splashtop, etc.)
 - **Networking:** Hardware setup/configuration (routers, switches, firewalls, APs). Proficient VLANs, subnets, DHCP, VPNs, QoS, port forwarding, and more.
 - **Automation:** SSO platforms for automatic provisioning of apps and scripting for desktop app deployment and troubleshooting. (Bash/Powershell)
 - **Audio/Video:** Knowledgeable about setting up and troubleshooting A/V equipment for live meeting rooms, events, presentations, and streaming (OBS, vMix, PTZ cameras, audio mixers, video switches, DANTE)
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EXPERIENCE

WM Technology – Irvine, CA

End User Services Engineer

July 2022 – June 2024

- Provided second-level technical support for hardware and software systems, resolving incidents via a ticketing system, spinning off larger projects as required.
- Configured, tested and deployed new hardware and software, including macOS, Windows, and iOS systems, in compliance with company standards
- Created user onboarding workflows and guided most user software and hardware onboardings.
- Managed Windows, MacOS, iOS and Android environments for asset management and security patching
- Created automation scripts to streamline software deployment and fixing common desktop issues for improved help desk operations.
- Collaborated with vendors and stakeholders to define hardware, software, and IT asset requirements and made appropriate purchases.

End User Services Specialist

July 2021 – July 2022

- Acted as a primary point of contact for users experiencing hardware, software, or network issues, providing remote and onsite technical support.
- Managed help desk ticket queues and ensured proper escalation for complex issues.
- Stood up asset tracking software and integrations to manage 1,200+ assets with smooth check-in/out procedures.
- Participated in patch management and vulnerability remediation using Intune, Jamf and Automox.

Audio/Video Specialist

June 2020 – June 2024

- Coordinated and produced internal live presentation and remote event streams such as All Hands, Product Presentations, and Hackathons.
- Maintained corporate meeting rooms, signage and AV Equipment, providing hardware and software support and updates.
- Integrated remote and on-site participants seamlessly into broadcasts.

Specialist II, Revenue Operations

August 2018 – June 2020

- Provided end-user support for a variety of platforms, acting as the main support contact for business owners.
- Supported sales teams with general IT support (hardware, Windows, OS X, VoIP)
- Created and documented standard operating procedures for new platforms, including POS and eCommerce.
- Acted as a liaison between users and the engineering team to troubleshoot platform bugs and user issues.

Thunder Gaming – Long Beach, CA

Jr. IT Admin/Broadcast Manager

March 2018 – August 2018

- Coordinated with event organizers, broadcasting teams, and venue staff to create successful broadcasts.
- Acted as the first line of defense for broadcast and IT-related issues.
- Implemented a mesh network for 500+ event guests, ensuring smooth internet access for all participants.
- Deployed G Suite and migrated employees from Office 365, providing ongoing user support.

Startgg – Remote

Part Time Support

May 2018 – August 2018

- Provided general support to the start.gg platform, ensuring users had an excellent experience.
- Processed user requests via Zendesk and helped maintain normal operation of the website.
- Worked with the engineering team to troubleshoot and resolve bugs and improve site function
- Onboarded and provided support to partners using the platform.
- Created help documentation to educate partners and users.

PolarityGG, LLC – Orlando, FL
Co-Founder and Head of Production
October 2015 – Present

- Co-founded a company that manages/produces esports events, overseeing all technical aspects of broadcasts.
 - Designed and documented complete broadcast workflows, educating and training teammates on how to operate independently.
 - Builds and maintains encoder workstations, managing equipment inventory and upgrades.
 - Directs national-level broadcasts, managing live production teams to ensure smooth event execution.
 - Provides remote broadcast/IT support to troubleshoot and correct issues in real-time.
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EDUCATION

Bachelor of Science in Information Technology
University of Central Florida (UCF), Orlando, FL
Graduated: December 2017

SOFT SKILLS

- Strong interpersonal and communication skills to explain technical solutions to non-technical users.
- Able to work under pressure while maintaining excellent customer service and support.
- Effective time management and problem-solving abilities.