

Kyle Reddoch, Associate C|CISO

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Professional Summary

Managed 250+ IT endpoints, ensuring high performance and security. Led cybersecurity initiatives, implementing security tools and protocols. Developed IT documentation to enhance efficiency and knowledge sharing. Monitored IT support requests, resolved technical issues swiftly. Collaborated cross-functionally to address IT and security needs.

Experience

Panhandle Computer Services | Head of Managed Services

Jul 2023 - Present

- Managed 250+ endpoints across 10 clients, ensuring high performance, security, and stability.
- Implemented cybersecurity initiatives including firewall and endpoint protection, significantly reducing security vulnerabilities.
- Monitored IT and cybersecurity incidents, reducing downtime and enhancing system resilience through regular audits and assessments.
- Developed managed services strategies that optimized IT operations and strengthened client relationships, increasing retention rates.
- Automated routine tasks like patching and monitoring, improving operational efficiency and decreasing manual workloads. Led crisis response efforts for IT and cybersecurity incidents, achieving high levels of client satisfaction within budget constraints.

Xcel Energy | Call Center Representative

Mar 2023 – Jun 2023

Served customers by determining requirements, answering inquiries, resolving problems, fulfilling requests and maintaining call center database. Provided high-quality, positive customer interaction in a Call Center environment.

- Typical calls included establishing, transferring, and/or disconnecting service; analyzing and explaining customers' bills; negotiating payment arrangements; promoting various marketing programs; and electric calls, including electric emergencies.
- I participated in on-call rotation during emergency/outage situations.

Self-Employed | Uber/Lyft

Feb 2020 – Mar 2023

- Worked to ensure a positive and hassle-free customer experience.
- Brought forth excellent customer service skills and a commitment to customer satisfaction.
- Aimed to provide passengers with a smooth and uneventful ride.
- Maintained a clean and neat vehicle.
- Remained focused and undistracted while driving.
- Provided excellent customer service to clients resulting in repeat clients.

Walmart | CAP Team Associate**Nov 2019 – Feb 2020**

- Worked to ensure a neat and attractive sales environment and assisted in the setup of visual displays.
- Brought forth excellent customer service skills and a commitment to customer satisfaction.
- Helped to increase customer return rates by always providing excellent customer service.
- Unload trucks
- Sort products in the backroom
- Stock products on shelves
- Ensure aisles are neat and area is clean
- Engage vendors and drivers with a positive attitude
- Greet customers and answer their questions

BSL Media | Communications and IT Rep**Oct 2019 – Nov 2019**

- Collaborated with the IT Team to ensure that security software was properly installed on all employee computers.
- Utilized excellent listening skills that lead to positive communications with clients.
- Ordered accurate number of supplies to ensure shop inventory was where it needed to be.
- Implemented and updated application modules under the direction of Senior Software Developers

887 Media | Internet Marketing Manager**Jul 2018 – May 2019**

- Organized and analyzed data and marketing results.
- Generated invigorating social media content.
- Developed unique content for a variety of clients sites to improve presence and brand awareness.
- Identified and planned opportunities to improve client campaign performance.
- Managed content strategy, on-page efforts, and social media initiatives.
- Effectively communicated and collaborated with other marketing team members.
- Focused on increasing brand awareness and increasing site traffic.

887 Media | SEO/SEM Consultant**Apr 2016 – Jul 2018**

- Bridged communication and knowledge gaps between digital search and other SEO dependent inbound digital marketing disciplines for the company clients.
- Offered strategic direction for SEO & improved rankings, search engine accessibility and engagement for the company's clients.
- Effectively communicated and collaborated with other marketing team members.

Sitel | Workforce Management**Nov 2015 – Apr 2016**

- Used workforce management software and call volume history to help manage intra-day staffing levels and to determine the most effective methods for staffing adjustments.
- Utilized call center tools to observe agents actual state compared to agents scheduled state.
- Managed real-time inbound call traffic to help ensure that service levels were met.
- Gained an understanding of the technical and business solutions: optimized schedules, forecasts and other tools and presented them to management.
- Prepared and maintained reports and monthly impact statements.

- Drove familiarity with analysis and ensure consistent methodologies are followed to maintain quality support the preparation of ad hoc analysis that enables strong understanding of the business.
- Provided training on report development to team members and management as needed.

Sitel | Call Center Rep

Nov 2014 – Nov 2015

- Continually worked to enhance call center's reputation by providing quality and timely service.
- Brought forth advanced organizational and multitasking skills.
- Worked productively to determine the needs of customers and fast track solutions to those needs.
- Remained flexible, adaptable, and committed to success.
- Researched and stayed up-to-date on all company offerings and promotions.
- Achieved a high customer satisfaction rating.
- Always remained calm and considerate of customers.
- Helped to maintain and increase customer loyalty by placing follow up calls and expressing consideration for customers.
- Address all customer service queries in a polite, accurate, and timely fashion.

Marketing Director | Tedco Buildings 'n Things

Feb 2014 – Oct 2014

- Managed all incoming and outgoing content in relation to social networking sites - Facebook and Twitter to name few.
- Continually researched emerging online trends, tracked online demographic information and created compelling information/giveaways and contests to engage followers and fans.
- Forwarded promotion of the company, community engagement and maintaining fun and informational outlets.
- Assisted with related promotional duties including marketing, public relations, media relations, proofing and writing copy and assist other departmental managers with various tasks.

Webmaster/SharePoint Admin | Happy State Bank

Feb 2010 – Jan 2014

- Followed policies and procedures always related to application methods and quality standards.
- Helped to achieve a consistent look and visual theme across the website by promoting uniform fonts, formatting, images, and layout.
- Worked with a proficient understanding of code conversion tools.
- Remained dedicated to emerging technology and the latest digital marketing concepts.
- Heavily involved in the internal SharePoint environment.
- Maintained, managed and reported on the farm web, application, index, query and database servers in accordance with best practices.
- Used various PowerShell scripts for maintenance and governance of the SharePoint environment.

Teller | Happy State Bank

Aug 2009 – Jan 2010

- Referred clients to in-house financial experts as needed.
- Provided clients with new product and existing program information.
- Worked to ensure the confidentiality and privacy of clients.
- Worked well both independently and collaboratively.
- Brought forth a friendly and enthusiastic attitude.

- Worked with a client-oriented spirit.
- Utilized excellent multitasking and organizational skills.

Education

University of Phoenix, B.Sc. Information Technology

2023 - 2026

Major: Information Technology | Advanced Cybersecurity Certificate

GPA: 4.0

Skills & Abilities

IT Management & Support: IT support, IT helpdesk, device management, documentation management, Google Workspace administration, Windows, macOS, networking principles

Cybersecurity & Risk Management: cybersecurity, security tools, data security, problem-solving, security vulnerabilities

Customer Service: customer service, team collaboration, entrepreneurial mindset, flexible working hours

Process Improvement: automation, incident response, crisis management

Certifications

Associate C|CISCO

Kaseya Certified Administrator in VSA 10

IT Glue Certified Technician

Kaseya Certified Technician for BM

Kaseya Certified Technician in Datto Cybersecurity