

Kevin J. Curtis
356 Parkview Lane S.
Maplewood, MN 55119
Cell – 612-385-8439
cuTRis@hotmail.com

EMPLOYMENT HISTORY

Phone/Media/Help Desk Analyst
Jan. 2017 – Aug. 2020 - COVID-19 Layoff
Minnesota Historical Society
St. Paul, Minnesota

Phone and Media Analyst for the Minnesota Historical Society. Uses Google Docs, 2nd Nature and COSWeb telephony software; as well as Remote Desktop, Google Hangouts and other tools to answer and fulfill requests for technical support coming through KACE helpdesk software. Troubleshoots and configures audio/video equipment and computers in a mostly PC (some Macintosh) and Windows environment. New /replacement equipment rollout. Also prices equipment to order through government contract vendors or Amazon as needed. Consistently completed over 50% of all the help-desk tickets assigned to a 4-person team.

Data Integration Support Specialist
Nov. 2011 – Dec. 2016
Central Minnesota Educational Research & Development Council
Shoreview, Minnesota

Viewpoint Support for cmERDC. Answered calls and emails regarding Viewpoint data warehouse. Loaded data, resolved data errors and provided customer service. Used Remote Desktop and SQL Server Management Studio 2012 to resolve data errors and load files.

Office Manager
Jul. 2011 – Nov. 2011
PCS Technologies, Inc.
St. Paul, Minnesota

First point of contact for customers at PCS Technologies, Inc. Ordered WiMAX radio parts and supplies, created customer orders in ViaDuct and shipped orders with UPS Worldwide and common carrier. Worked with wireless radio inventory, created documents and updated website as time permitted.

Technology Facilitator
Aug. 2007 – Jul. 2011
Independent School Dist. 191 (BALC)
Burnsville, Minnesota

Primary Technology support for the Burnsville Area Learning Center –Burnsville Alternative High School (ISD 191). Desktop Support. Did imaging of desktop and laptop PC's from network, using Symantec Ghost Server program and

LANDesk. Performed basic memory upgrades. Diagnosed and fixed software and hardware problems with computers (desktops and laptops), printers, projectors and other computer and AV equipment. Installed hardware, software, upgrades, and network security programs such as Symantec Antivirus. Determined when PC's needed replacement and recommended school purchases from state contract offers. Set up and worked with testing programs such as NWEA (MAP), MCA II, and Read180. Has proctored NWEA exams. Has written minutes for district Tech Facilitator meetings. Sent out e-formant messages and has updated school webpage. Managed Tightrope Carousel TV bulletin board. Used LANDesk to remotely manage PC's. Utilized School Dude helpdesk software to manage jobs.

Education Assistant

Aug. 2005 – Aug. 2007

Independent School Dist. 191 (Metcalf)

Burnsville, Minnesota

Monitored In-School Detention & copy room support (ISD 191. Metcalf Jr. High).

Team Leader/Scoring Dir.

Mar. 2004 – Jun. 2005

Questar Educational Systems

Apple Valley, Minnesota

Trained and managed staff for state academic testing projects (Questar).

Cable TV Studio Operator

Jun. 2004 – Apr. 2020 - COVID-19 Furlough

City of Apple Valley

Apple Valley, Minnesota

Works live, Government Cable TV broadcasts of meetings (currently using Broadcast Pix), including digital recording and webcasting –for The City of Apple Valley.

<http://mn-applevalley.civicplus.com/491/Meeting-Webstream>

Office Specialist III

Nov. 2000 – May 2003

Hennepin County –CFASD

Minneapolis, Minnesota

Implemented and served on Staff Advisory Committee (Hennepin County)—including organization and acting as Chair when needed. Supplied administrative support for nine work units. Provided assistance to Support Services Supervisor as Lead Worker. Did writing for the Director of Chemical Health.

EDUCATION

University of Minnesota - Minneapolis, Minnesota - B.A. English – 1990

PUBLICATIONS

Link to my Amazon Author Page

<http://www.amazon.com/Kevin-J.-Curtis/e/B004SBGR7W/>

VOLUNTEER

U.S. Fish & Wildlife - Volunteer Park Ranger (MN Valley Wildlife Refuge)

- Since March 2004

HIGHLIGHTS OF QUALIFICATIONS

Skilled in writing—including original correspondence, minutes and reports. Significant experience in customer service with diverse populations. Has organized meetings, speakers and agendas
Experienced at training and speaking to groups. Also experienced in amateur photography. Administrator of Parkview Neighborhood-Watch Facebook.

Transitioned from entry level to management in the Nursery/Landscape Industry.

Past Experience in hiring, supervising, training and scheduling of personnel warranty and service. Understands data privacy protocols.

Formerly produced and starred in a TV series, seen on four cable networks in eight cities.

Computer Software - Familiar with PC format. Has worked with Macintosh. Familiar with older versions of Windows as well as Windows 10, Office 2016 & 365. Internet Explorer, Edge, Firefox, Chrome, Microsoft Word, PowerPoint, Excel (Microsoft Office), Paint Shop, Viewpoint, SQL 2008 & 2012, LANDesk, KACE, BMC Footprints, Logmein, Ultra VNC, Active Directory, Remote Desktop, 2nd Nature, SimpleHelp and others.

Library – (Hennepin County) Experienced all aspects of circulation and clerical work. Was in charge of damaged and missing items and book-sale at Eden Prairie. Did processing and data entry, and claims of missing periodicals at Ridgedale. Also performed trouble-shooting of computers and equipment. Automated Materials Handler Operator. Served on Strategic (Re) Alignment Team, 1997-98. Internet Home Page Resource Team, 1998-2000.

Horticulture/Landscaping - Experienced in all aspects of planning, installation, care and maintenance of outdoor and indoor plants. Experienced in trouble-shooting, plant disease and insect problems. Can operate Bobcats, front loaders and forklifts.