

KELLY GUILLET

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IT SUPPORT • SYSTEMS ADMINISTRATION • FIELD SERVICES

PROFESSIONAL SUMMARY

Versatile IT professional with experience supporting multi-site business operations, managed service provider (MSP) clients, end users, and business-critical technology. Skilled in Windows systems, Microsoft 365, Entra ID, networking, endpoint support, POS environments, and onsite troubleshooting. Known for taking ownership of technical issues, explaining solutions clearly, and keeping services operational. Prior emergency medical technician (EMT) experience reinforces calm decision-making, prioritization, and effective communication in high-pressure situations.

TECHNICAL SKILLS

Microsoft 365 & Identity: Microsoft 365 Admin Center, Entra ID (Azure AD), user provisioning, MFA, access management, licensing, OneDrive

Systems & Endpoints: Windows 10/11, Windows Server, Active Directory, device imaging, software deployment, hardware upgrades, macOS, mobile devices, printers

Networking & Infrastructure: DNS, VLANs, Wi-Fi, UniFi, network troubleshooting, access points, switches, routers, Hyper-V, Proxmox

Support & Business Systems: ConnectWise, Freshservice, remote support, documentation, ticket escalation, POS terminals, payment peripherals, IP printers, VoIP

PROFESSIONAL EXPERIENCE

Specific Gravity Group | MSP IT Support | Dec 2023 – Dec 2025

- Provided hands-on and remote IT support across hospitality venues and business locations, resolving endpoint, account, application, network, and peripheral issues to minimize operational downtime.
- Administered Microsoft 365 and Entra ID accounts, including onboarding and offboarding, licensing, MFA, permissions, shared mailboxes, and user access requests.
- Supported Windows device deployments and upgrades, including Windows 11 readiness, imaging, hardware refreshes, and retirement of incompatible equipment.
- Troubleshot business-critical POS terminals, payment devices, kitchen printers, wireless connectivity, and related network infrastructure in active service environments.
- Led a PC clinic initiative to improve workstation reliability through updates, memory and storage upgrades, and hands-on user assistance.
- Documented fixes, shared knowledge with teammates, and served as an escalation resource for newer technicians.

The Bklyn Ave Group LLC | IT Support / MSP Services | Aug 2022 – Sep 2024

- Delivered technical support for client workstations, software, user accounts, network connections, and office equipment in an MSP setting.
- Installed, configured, and troubleshot endpoints, wireless equipment, and business technology while communicating directly with users and stakeholders.

Gotham Solution | Founder / Independent IT Support | Oct 2018 – Jun 2024

- Delivered independent technical support for clients, including computer troubleshooting, software configuration, connectivity issues, and peripheral setup.
- Installed and configured home and small-business technology, including Wi-Fi equipment, network devices, and connected systems.

- Managed client communication, assessed technical needs, and completed on-site work with attention to reliability and customer service.

Dawn Invalid Coach and Ambulance Inc. | Emergency Medical Technician | Jul 2011 – Mar 2012

- Provided emergency and non-emergency patient care while coordinating with patients, EMTs, paramedics, nurses, physicians, and other healthcare personnel.
- Completed Patient Care Reports (PCRs), patient information, incident documentation, and operational records accurately and thoroughly.
- Used medical terminology to communicate patient conditions, observations, care provided, and transport details.
- Followed healthcare privacy, safety, and regulatory procedures while maintaining patient and operational documentation.
- Inspected medical equipment and supplies, including oxygen equipment and defibrillators, and helped train EMT personnel on procedures and documentation.

ACADEMIC HEALTH INFORMATION EXPERIENCE

CUNY School of Professional Studies | HESA 369 – EHR/EMR & Health Information | Spring 2023

- Completed academic coursework using EHR Go to explore electronic health records, patient information, clinical documentation, and healthcare information workflows.
- Applied health information-management concepts to understand the role of accurate documentation in patient care and administrative operations.
- Developed familiarity with healthcare terminology, electronic records, privacy considerations, and clinical-to-administrative information flow.
- Used Microsoft Excel for healthcare coursework and data analysis, organizing and interpreting structured information.

CERTIFICATIONS & EDUCATION

Microsoft Certified: Azure Fundamentals (AZ-900) | Google AI Essentials

Associate Degree, Community Health |