

# Kai Petersen

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## SUMMARY

Early career **computer operations** candidate with supervised academic experience supporting console and terminal procedures, **system monitoring**, data control, HelpDesk service, data entry, and **operational recordkeeping**. Practice includes reviewing input and output materials, maintaining system logs and **production reports**, updating control lists, coding records, calculating batch totals, auditing results, and distributing documented reports. Technical labs covered computer hardware, software, operating systems, network fundamentals, remote support, software installation, ticket documentation, and basic troubleshooting. Clear written and verbal communication supports calm interaction with staff and classmates during technical issues. Organized work habits support accurate records, timely escalation, and dependable follow up. Academic projects demonstrate readiness for procedure driven MIS operations, staff assistance, and daily workflow support.

## EDUCATION

Associate of Applied Science in Information Systems Technology

2027

Central Mississippi Community College GPA: 4.0

Ridgeland, Mississippi

**Coursework:** Computer operations, operating systems, networking fundamentals, data control, HelpDesk support

## TECHNICAL SKILLS

- **Computer Operations:** Central console procedures, online terminal procedures, job monitoring
- **System Monitoring:** Error detection, deviation review, equipment failure checks
- **Data Control:** Input review, output auditing, batch totals
- **Records Management:** System logs, control lists, production reports
- **HelpDesk Support:** Phone support, email support, support tickets
- **Hardware Support:** Workstations, peripherals, computer equipment
- **Software Support:** Software updates, software installation, application verification
- **Operating Systems:** Windows support, configuration checks, restart procedures
- **Network Support:** Connectivity tests, network troubleshooting, remote access
- **Data Entry:** Record entry, coding schemes, correction documentation
- **Documentation:** Ticket notes, escalation records, follow up verification

## SKILLS

- |                       |                      |                         |                        |
|-----------------------|----------------------|-------------------------|------------------------|
| • Computer operations | • System monitoring  | • Operating systems     | • Troubleshooting      |
| • HelpDesk support    | • System logs        | • Basic networking      | • Ticket documentation |
| • Data control        | • Production reports | • Remote support        | • Batch totals         |
| • Data entry          | • Computer hardware  | • Software installation |                        |

## EXPERIENCE

Computer Operations Support Lab

August 2026 - Present

Student Lab

Ridgeland, Mississippi

Support supervised virtual console exercises, terminal procedures, HelpDesk simulations, remote updates, system logs, and production reporting. Work follows written procedures while documenting errors, resolutions, and follow up for instructor review.

- Operated virtual **console** exercises for scheduled jobs, recording status in structured **system logs**.
- Monitored simulated workflows for errors and deviations, documenting findings for corrective review.
- Maintained **HelpDesk** tickets covering hardware, software, **operating systems**, and basic network issues.
- Applied remote **software** updates on authorized workstations, then verified normal operation after changes.
- Built **production reports** from activity logs, highlighting completed jobs, exceptions, and follow up.
- Guided classmates through diagnostic steps and confirmed resolution before closing practice tickets.

Data Control and Processing Project

January 2026 - May 2026

Course Project

Ridgeland, Mississippi

Completed supervised data control work involving input review, coding schemes, batch preparation, **output auditing**, exception tracking, and report distribution. Maintained traceable records that supported reliable processing and final quality review.

- Processed more than 1,500 sample records through a supervised **data control** workflow.
- Reviewed source records for completeness and applied documented **coding schemes** consistently.
- Maintained **control lists** that traced each processing batch from input through output.

- Calculated **batch totals** and reconciled results against generated output before acceptance.
- Audited reports for missing, duplicated, or improperly coded records before final submission.
- Created an exception log that documented processing errors and corrective actions.
- Presented workflow results, explaining how controls and audits supported reliable operations.

HelpDesk Troubleshooting Simulation

September 2025 - December 2025

University Project

Ridgeland, Mississippi

Completed supervised support simulations involving workstation, operating system, software, connectivity, and peripheral issues. Practiced ticket intake, diagnosis, approved updates, user guidance, escalation, and follow up within defined procedures.

- Triageed mock phone and email requests by recording symptoms and ticket categories.
- Diagnosed staged **system errors** through configuration checks and connectivity tests.
- Escalated scenarios beyond authorized scope after documenting symptoms and diagnostic steps.
- Installed approved software updates and confirmed application launch after changes.
- Wrote clear user instructions for recurring support scenarios and basic **troubleshooting**.
- Reviewed ticket records for incomplete notes and unresolved follow up items.
- Corrected support records before submission, improving completeness and traceability.

PROJECTS

Operational Records Review 📅 2026

Created a supervised workflow for reviewing input records, calculating batch totals, auditing outputs, and documenting exceptions. This project made each processing step easier to trace during final review.

Remote Support Practice 📅 2025

Practiced authorized remote workstation support through controlled software updates, configuration checks, ticket notes, and follow up verification. Clear user instructions kept troubleshooting approachable for nontechnical classmates.

LEADERSHIP & AWARDS

- Dean's List, Spring 2026
- Information Systems Student Achievement Award, 2026

CERTIFICATIONS

- Google IT Support Professional Certificate 📅 2026
- Microsoft Learn: Windows Support Fundamentals 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Technology Lab Volunteer
- Campus Student Success Orientation Volunteer

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST