

KHYREN DIXON

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IT Support Specialist II

Objective

Seeking an IT Support Specialist position where I can leverage my extensive experience in hardware and software support, network infrastructure, and technical troubleshooting to provide efficient and cost-effective business solutions.

Summary

Highly skilled IT Support Specialist II with over 10 years of logistics experience and 5+ years in IT support and programming. Currently managing 350+ users and 1,500+ devices independently, handling enterprise-level IT support for brands including Audi, BMW, Chevy, GMC, Hyundai, Porsche, Lexus, Land Rover, and Jaguar. Expertise in hardware and software troubleshooting, network administration, and enterprise device management, with experience working with Dell, Lenovo, Cisco, and Cradlepoint. Proficient in ServiceNow, completing 20+ tickets daily while covering Birmingham and Montgomery, AL, and traveling to remote locations as needed.

Professional Experience

IT Support Specialist II

Compucom | 2022 - Present

- Provide comprehensive IT support for Audi, BMW, Chevy, GMC, Hyundai, Porsche, Lexus, Land Rover, and Jaguar dealerships.
- Maintain and troubleshoot workstations, servers, printers, scanners, and mobile devices (iPads, iPhones, Apple TVs, smart TVs).
- Support enterprise software and dealership systems, including PIUS from Porsche, ISPI servers from BMW, and D3 Edge from Audi.
- Configure and manage network infrastructure, including APs, patch panels, and RJ-45 wiring.
- Work with OEMs such as Dell, Lenovo, Cisco, and Cradlepoint for hardware repairs and replacements.
- Utilize ServiceNow to manage 20+ IT support tickets daily.
- Provide on-site and remote support for Birmingham and Montgomery, AL, including travel to remote users as needed.

Technical Support Specialist

WWTS LTD | Prior to 2022

- Provided PC, network, and mobile device maintenance.

- Set up video conferencing equipment, including projectors and microphones.
- Installed and optimized network infrastructure (wiring, cabling, and devices).
- Diagnosed and resolved connectivity issues for local networks, cloud storage, and web access.
- Installed, modified, and repaired software and hardware.
- Managed IT support tickets and documented support interactions.
- Provided Tier 1 technical support to internal users.
- Ensured customer satisfaction through follow-ups and issue resolution.

Customer Service Representative

Alorica | Aug 2020 - Jul 2022

- Delivered customer service, sales, and technical support.
- Resolved customer inquiries and complaints efficiently.
- Managed high call volumes while maintaining short wait times.
- Promoted customer loyalty and repeat business through excellent service.