

Kennedi Foster

Desktop / Systems Support Specialist

Huntsville, Alabama · contact@kannonkorp.com · kannonkorp.com · Contracting through Kannon Korp LLC

SUMMARY

IT support professional with five-plus years of experience in help desk, desktop deployment and systems support for government, healthcare and education organizations, including three years in a fully remote role supporting a federal agency with SharePoint, Microsoft 365, documentation and reporting. CompTIA A+, Security+ and Project+ certified, and completing a B.S. in Cybersecurity and Information Assurance (December 2026).

TARGET ROLES

- Desktop / IT support specialist
- Systems support specialist
- Help desk / service desk

Engagement types: W-2 contract through a staffing firm, 1099 or corp-to-corp through Kannon Korp LLC, and subcontracts with prime contractors.

CERTIFICATIONS

- CompTIA Security+ ce: Earned June 2019 · Current through June 2028
- CompTIA A+ ce: Earned July 2019 · Current through June 2028
- CompTIA Project+ ce: Earned October 2025 · Current through October 2028

Verify on Credly: [Security+](#) · [A+](#) · [Project+](#). CompTIA verification codes available on request.

TECHNICAL SKILLS

Windows desktop support, Hardware/software troubleshooting, Desktop imaging and deployment, Lifecycle replacement, Data backup and migration, Active Directory, NTFS permissions, VTC and printer support, Microsoft 365, SharePoint and Teams, Remedy and ServiceNow, Technical documentation.

EXPERIENCE

Business Analyst (SharePoint Knowledge Management)

Eagle Integrated Services · Remote · October 2023 – September 2026

- Provided analytical, operational and technical support to a federal government client, applying strategic planning, performance management, data analysis and data mining to improve decision-making and operational efficiency.
- Developed automated methods for managing and presenting data, and produced reports, charts, tables and executive-ready products.
- Maintained SharePoint and Teams document repositories with accurate logging, organized records, consistent documentation and audit-ready information.
- Updated training and process documentation, and turned complex spreadsheets into polished PowerPoint briefings for leadership review.
- Ran real-time hot-wash reviews during annual review events, captured lessons learned and folded findings into continuous-improvement efforts.

Systems Administrator III

Nexone · Huntsville, AL · May 2023 – August 2023

- Promoted to a short assignment supporting a Windows Server and VMware environment alongside senior administrators.

Computer User Specialist III

Nexone · Huntsville, AL · November 2021 – May 2023

- Provided IT and VTC support for government users, troubleshooting issues before scheduled sessions and supporting presentations live.
- Promoted to a dedicated team providing executive IT support to a senior leadership office: troubleshooting, lifecycle replacements and workstation installations.
- Backed up user data for lifecycle replacements, compared old and new baselines for software consistency, and completed hardware installation and cable management before handoff.
- Supported network-attached printers and resolved, routed and escalated Remedy tickets according to procedures.

Desktop Deployment Technician

Premier Logitech · Waco, TX · February 2020 – November 2020

- Imaged, configured and deployed laptops and desktops for the Baylor Scott & White Health hospital system.
- Installed approved software and troubleshoot workstation, hardware, software and configuration issues.
- Backed up and transferred user data with Robocopy before equipment replacement or reimaging.
- Tracked, documented, escalated and resolved ServiceNow tickets while keeping users updated.

Help Desk Specialist

Round Rock ISD · Round Rock, TX · August 2019 – February 2020

- Provided phone and ticket-based support for hardware, software, accounts, printers and workstations.
- Created user accounts, installed approved software and helped users with access and password issues.
- Documented troubleshooting in ServiceNow and escalated issues needing higher-level support.

EDUCATION

- Bachelor of Science, Cybersecurity and Information Assurance, Western Governors University, expected December 2026
- Associate of Applied Science, Cyberdefense – Information Assurance, Central Texas College, December 2021

Security clearance: details available on request.

References available on request.