

Keith Bartlett

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Summary

Entry-level IT Support professional transitioning from production/admin role in the entertainment industry. Recently completed the Google IT Support Professional Certificate, an 8-month intensive IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes evaluative hands-on assessments. 7 years' experience in device troubleshooting and productivity tech solutions for small teams. Accustomed to time- and detail-critical work environments. Self-starter with experience running a small business and history of self-study and continuing education.

Work History & Relevant Experience

Writer/Editor/Web Designer

KB Edits

Jackson Heights, NY

February 2020 – Present

I founded KB Edits earlier this year as a general consultancy with a focus on web design and editing—I am currently serving 4 clients in those capacities via short-term freelance projects. In these roles I have:

- Created the first websites/web presence for 5 small businesses, with projects involving custom CSS code built on Squarespace templates (2 clients have requested further web design work across new sites)
- Provided cloud collaboration infrastructure for 3 creative projects, 1 with a developing retail component
- Interviewed prospective clients to determine their needs and pitched cost-effective solutions (web, editorial)
- Edited presentation materials and other correspondence (pitch decks, proposals, emails, etc.)

Associate Producer

Red-Eye Flight Productions, Inc.

New York, NY

October 2017 – January 2020

Executive Assistant

Red-Eye Flight Productions, Inc.

New York, NY

May 2013 – Jan 2020

I worked at Red-Eye Flight Productions' New York office until its closure in January 2020.

My responsibilities included:

- Troubleshooting devices and providing general tech support to our Executive Producer and core staff
- Reading contracts (artist agreements, real estate, etc.) to track changes and flag for legal review
- Scheduling meetings and conference calls and arranging travel/reservations for 1-5 personnel
- Assisting in the production of live music events for corporate clients, often in a television broadcast context. Our clients included ESPN, NFL, the Related Companies, Margaritaville Holdings, and others
 - Researching potential clients and partners for project development (1-5 projects simultaneously)
 - Identifying decisionmakers, areas of operation, target demographics, etc.

Assistant Language Teacher: Seiho and Matsuura High Schools, Aug 2011 – Aug 2012

After graduating college, I lived and worked in Japan for one year under the Japanese government's Japan Exchange and Teaching (JET) Program. In my time in the program, I:

- Team-taught 15 English classes with Japanese colleagues at 2 schools and across 3 grade levels
- Designed multimedia lesson plans and test prep materials for standardized English tests

Education and Credentials

Bachelor of Arts Degree in Writing and Rhetoric

Hobart and William Smith Colleges

May 2011

Scholarships and Commendations: Dean's List, Hobart Class of 1950 Scholarship, Hobart Heritage Scholar

Google IT Support Professional Certificate

Coursera

Issued: September 2020

Securities Industry Essentials Exam

FINRA

Passed: December 2019; Expires: December 2023

Technical Proficiencies

- IT: Networking, Directory Services, Troubleshooting, System Administration
- Microsoft Office (Word, Excel, Outlook, Powerpoint)
- Adobe Creative Suite (Photoshop, Acrobat)
- G Suite (Google Drive, Google Docs, Google Calendar, Gmail, etc.)
- Windows and Mac operating systems (recently becoming acquainted with Linux, as well)

Soft Skills

- Executive Support (calendar management, phone and email communication, travel arrangements, etc.)
- Customer Service (professional conduct, problem solving, conflict resolution, upselling)
- Project Management (goal setting, information sharing, coordination across teams)
- Business Communications (proposal process, documentation, in-person and remote meetings)