

KYRA KENDALL

IT Support Specialist

Douglasville, GA • 678.760.9784 • kykendall81@gmail.com • kyrakendall.myportfolio.com

PROFESSIONAL SUMMARY

Google-certified IT Support professional with direct experience troubleshooting authentication, application, and access issues for high-volume users across phone, chat, and email. Skilled with remote desktop tools, account/system administration, and translating technical issues into clear guidance for non-technical end users. Brings 20+ years of experience in fast-paced, regulated environments requiring accuracy, documentation discipline, and strong customer communication, plus hands-on full-stack development training (HTML, CSS, JavaScript, React, Node.js) that supports quick learning of new systems and tools.

CORE SKILLS

Technical Support: Troubleshooting (app/authentication/access issues via Auth0), remote desktop support (AVD), ticket documentation, high-volume case handling, phone/chat/email support

Systems & Tools: Google Workspace, Microsoft Office, Salesforce, ZOHO CRM, SharePoint, FACETS, RX Prime

Development Fundamentals: HTML, CSS, JavaScript, React, Node.js, REST APIs, Git/GitHub, Python

Professional Strengths: Clear technical communication, root-cause analysis, documentation & compliance, cross-functional collaboration, remote work reliability

CERTIFICATIONS

- Google IT Support Professional Certificate — Coursera, 2022
- SkillUp Full-Stack Development Certificate — 2022
- 100Devs Full-Stack Software Engineering Bootcamp — 2022
- Certified Pharmacy Technician (CPhT) — Licensed & Active, 2003–Present

PROFESSIONAL EXPERIENCE

Senior Pharmacy Resolution Specialist — Centene Corporation (Remote)

Aug 2025 – Present

- Investigate and resolve complex, escalated system and claims issues across multiple health plans, applying root-cause analysis to identify and prevent recurring problems.
- Communicate technical findings and system behavior clearly to internal teams, providers, and end users while maintaining strict compliance and documentation standards.
- Manage high-volume caseloads independently while consistently meeting quality, accuracy, and turnaround-time targets.
- Partner cross-functionally with clinical, technical, and operations teams to complete reviews and implement corrective fixes.

Care Guide Tech Support Representative — Apree Health / BCBSRI (Remote)

Aug 2024 – Aug 2025

- Provided direct technical support for a mobile health application, troubleshooting user authentication and access issues using Auth0.
- Diagnosed and resolved application and system issues for a high-volume user base via phone, chat, and email support channels.
- Used remote desktop tools (AVD) and Google Workspace to manage accounts, investigate system errors, and document resolutions.
- Translated technical concepts and app functionality into clear, accessible explanations for non-technical users.

Pharmacy Technician / Claims Specialist — Anthem / Elevance Health (Remote)

May 2017 – Aug 2024

- Researched and resolved system and data discrepancies across multiple enterprise platforms, validating records for accuracy before processing.
- Maintained detailed documentation and tracking logs for all case interactions to support audit readiness and compliance standards.
- Supported technical workflows and system navigation for internal teams within a highly regulated environment.

Founder & Front-End Developer — K. Rai'Ella Designs (Remote)

May 2021 – Present

- Build and maintain responsive front-end web layouts using HTML, CSS, and JavaScript for small-business clients.
- Manage full project lifecycle independently — requirements gathering, timelines, troubleshooting, and delivery.

EDUCATION

- 100Devs Full-Stack Software Engineering Bootcamp (Remote), 2022 — HTML, CSS, JavaScript, Node.js, MongoDB, APIs, Git/GitHub