

Kylie McClain

Boone, North Carolina, USA

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Work

Jul 2024 — present: Support Services Associate, Appalachian State University Campus Store

- Gained storefront customer experience and experience working in a retail setting
- Learned how to direct student co-workers and delegate tasks effectively
- Became much less hesitant about customer service interactions over the phone

Aug 2018 — May 2024: Student IT Technician, Appalachian State Technology Support Services

- Repairing computers: virus removal, data backup, hardware diagnostics, ticket management via Atlassian Jira.
- Customer service: explaining repair steps taken to customers upon them picking up their computers in an understandable way.

Feb 2018 — Jul 2018: Dishwasher, Cracker Barrel Old Country Store

May 2017 — Feb 2018: Hostess, Cracker Barrel Old Country Store

Education

B.A.

Philosophy, with minor in Gender, Women's and Sexuality Studies.

Capstone: "Beyond Plunderphonics: A prolegomena to any future revolutionary music."
(advised by Dr. Rick Elmore)

Appalachian State University, Boone, NC

Academic service, awards, and miscellaneous

Academic memberships

Aug 2021 — May 2024: Co-president, Appalachian State Philosophical Society

Faculty advisor: Dr. Rick Elmore

Volunteer service

Contributor, [Nixpkgs](#) (May 2022 — present)

Developer, [Exherbo Linux](#) (2014 — 2017)

- Added support to system package management structure for new platforms such as [musl](#)

[libc](#), and ARMv7.

- Gained experience doing technical writing, both for [developer audiences](#) and [for more general audiences](#).

Language competencies

- English (native)
- Spanish (reading)