

Kendrick Lewis

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 Grand Rapids, MI 49503

SUMMARY

Detail-oriented IT technician with hands-on experience in data center operations and desktop support. Proficient in managing hardware and software issues, performing installations, and providing excellent customer service. Demonstrated ability to work independently and collaboratively within teams to achieve operational excellence. Strong organizational and multitasking skills, with a commitment to continuous learning and improvement in technical environments. Looking forward to contributing expertise in troubleshooting, system management, and end-user support to create seamless operations at Pinnacle Tech Solutions.

EXPERIENCE

Datacenter Technician

Tech Solutions Group

January 2025 - Present

Lansing, MI

- Support end-user systems in a dynamic data center environment, executing standard break-fix triage for both hardware and software problems while optimizing user experiences.
- Execute standard break-fix triage for hardware and software issues on end-user systems, enhancing operational efficiency.
 - Provide desk-side software support utilizing Windows Operating Systems, ensuring smooth user experiences.
 - Manage IT migrations and deployments for office builds, including seamless cable management.
 - Respond to and resolve trouble tickets, maintaining high service standards and timely communication.
 - Collaborate with teams to troubleshoot general network issues, adhering to established service level agreements.
 - Assist in the installation of server operating systems, including CentOS and Windows Server, contributing to infrastructure readiness.

Technical Support Specialist

Data Solutions Inc.

June 2024 - December 2024

Kalamazoo, MI

- Provided foundational technical support in a busy helpdesk role, focusing on desktop computer setup and user satisfaction through efficient problem resolution.
- Supported desktop environments by performing PC installs and rollouts, leading to significant time savings for operations.
 - Developed documentation for troubleshooting processes, improving team efficiency.
 - Trained team members on cable tracing techniques, ensuring operational accuracy.
 - Delivered exceptional customer service, praised for thoroughness and prompt response.
 - Facilitated vendor cooperation on-site, ensuring adherence to operational protocols.
 - Attended regular training sessions to enhance knowledge on LAN and WAN technologies.

Student Lab Assistant

Campus Innovations

September 2023 - May 2024

East Lansing, MI

- Assisted in laboratory settings, focusing on networking and server management while enriching student learning experiences through proactive engagement.
- Managed lab operations, fostering collaboration among peers on technical projects and initiatives.
 - Conducted routine troubleshooting of lab equipment, assuring its functionality for academic use.
 - Partnered with professors to innovate the curriculum with practical application of theoretical concepts.
 - Authored user guides for software tools utilized in labs, significantly enhancing student usability.
 - Contributed insights for new hardware installation, streamlining the setup process.

LEADERSHIP & AWARDS

- Dean's List, Grand Rapids Community College, 2025

EDUCATION

Associate of Applied Science in Information Technology

Grand Rapids Community College

GPA: 3.5

2026

Grand Rapids, MI

Coursework: Network Fundamentals, Database Management, Operating Systems, Cloud Technologies

CERTIFICATIONS

- CompTIA A+ Certification  2024
- AWS Cloud Practitioner  2024

TECHNICAL SKILLS

- **Operating Systems:** Windows, CentOS, Ubuntu, Proxmox
- **Networking Solutions:** LAN, WAN, Cisco Switches
- **Troubleshooting Tools:** JIRA, ServiceNow, Freshservice
- **Documentation Software:** Microsoft Word, Confluence, Google Docs
- **Ticketing Systems:** JIRA, Zendesk, ServiceNow
- **Collaboration Platforms:** Slack, Microsoft Teams, Zoom
- **Virtualization Environments:** VMware, Hyper-V, VirtualBox
- **Server Configurations:** Windows Server, Linux, Application Server
- **Tool Suites:** MS Office, Google Workspace, Adobe Acrobat
- **Cloud Services:** AWS, Azure, Google Cloud

SKILLS

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|---------------------------|---------------------------------|-------------------------|-------------------------|
| • PC Installations | • Operating Systems | • User Training | • System Updates |
| • Software Support | • Data Center Operations | • Technical Support | • Project Collaboration |
| • Network Troubleshooting | • Vendor Coordination | • Customer Service | • Communication Skills |
| • Cable Management | • Troubleshooting Documentation | • Equipment Maintenance | • Multi-tasking |

PROFESSIONAL AFFILIATIONS

- Member, Computer Science Club, Grand Rapids Community College
- Volunteer, Local Tech Support Services

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST