



# Kendrick Lewis

## Datacenter Smart Hands Technician

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### 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.

### STRENGTHS

- 🗨️ **Customer Engagement**  
Received consistent praise for resolving complex technical problems swiftly, solidifying trusted relationships.
- 👥 **Team Collaboration**  
Frequently collaborated with cross-functional teams, facilitating joint success in achieving project milestones.
- 💡 **Problem-Solving Skills**  
Exhibited strong analytical thinking and creativity when troubleshooting hardware utilities, greatly enhancing user perceptions.
- 🔄 **Adaptability**  
Thrived in fast-paced environments, consistently responding to shifting priorities without compromising on quality.
- 💻 **Technical Proficiency**  
Developed proficiency in various operating systems and scripting languages, empowering collaborative innovations.

### SKILLS

|                                      |                          |
|--------------------------------------|--------------------------|
| <u>PC Installations</u>              | <u>Software Support</u>  |
| <u>Network Troubleshooting</u>       |                          |
| <u>Cable Management</u>              |                          |
| <u>Operating Systems</u>             |                          |
| <u>Data Center Operations</u>        |                          |
| <u>Vendor Coordination</u>           |                          |
| <u>Troubleshooting Documentation</u> |                          |
| <u>User Training</u>                 | <u>Technical Support</u> |

### 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.

Customer Service

Equipment Maintenance

System Updates

Project Collaboration

Communication Skills

Multi-tasking

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



- Datacenter Technician at Tech Solutions Group (1.6 Years)
- Technical Support Specialist at Data Solutions Inc. (6 Months)
- Student Lab Assistant at Campus Innovations (8 Months)

## 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

## PROFESSIONAL AFFILIATIONS

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

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST