

# Samuel Kinaitis

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## SUMMARY

Self-driven IT professional with hands-on Help Desk and Technician experience supporting numerous remote sites. Skilled in troubleshooting, device onboarding, Microsoft 365, and end-user support across diverse hardware. Works independently with minimal supervision, delivering efficient solutions across hardware, software, and networking.

## EXPERIENCE

**IT Help Desk** - Retail - Michigan July 2024 - Present

- Provide Tier 1 support for over a large number of remote retail locations, resolving technical issues.
- Troubleshoot hardware and software issues related to PCs, laptops, printers, POS systems, and mobile devices.
- Onboarded 200+ mobile devices, including device setup, Intune enrollment, and ensuring readiness for end users.
- Processed datasets using PowerShell scripting and integrated API calls/macros to automate data handling.
- Organized and optimized cabling infrastructure—including network, power, and analog lines—by cleaning up wiring, running new lines, and designing layout improvements to maximize user productivity and system uptime.
- Work independently across multiple locations, handling IT support tasks with minimal supervision and ensuring sustained uptime of critical business systems.

**Volunteer Peer Tutor** - Davenport & Eaton RESA - Lansing, MI September 2021 - April 2024

- Over 200+ hours of tutoring experience in Computer Science, Information Systems, and Math.

## PROJECTS & PORTFOLIO

**Portfolio Website** - <https://samuel-kinaitis.github.io/#Portfolio> October 2022 - Present

- A sleek single-page dynamic portfolio to highlight ability and projects in one convenient location.
  - **Employee-Identification-Process** - MFA login/challenge code process built in ASP.NET C# DUO SDK.
  - **Site-Quick-Link-List** - Searchable bookmark Webpage built for URL resources with HTML/CSS/JS.
  - **Home Lab** - AD/Windows 10 virtual lab with DNS, DHCP, GPO, and user simulations
  - **Music Store** - ASP.NET web store in C# using a SQL database designed as an ordering system.
  - **Weather Portal** - Front-end weather web-based application using API calls for weather information requests.
  - **Classy Closet** - Front-end eCommerce platform mockup utilizing NoSQL indexedDB.
  - **Mobile Application Item Database** - Inventory database management system Java-based mobile app.
  - **Employee Record Database** - Record database system in C# and SQL with a spreadsheet-style user interface.

## EDUCATION

**Davenport University** - Lansing, MI April 2024  
**Associate of Applied Science, Computer Information Systems** GPA: 3.8/4.0

## TECHNICAL SKILLS

**Operating Systems:** Windows 10/11, Android, iOS

**Device Support:** PCs, Laptops, Mobile, POS Systems, Printers, Scanners

**Remote Tools:** Microsoft Intune, Remote Desktop, TeamViewer

**Networking:** Cisco Meraki, Cabling, Basic Troubleshooting

**Directory Services:** Active Directory (User/Group Management, GPOs)

**Applications & Platforms:** Microsoft 365 (Teams, Outlook, OneDrive), ERP Systems, CCTV Systems

**Programming/Automation:** PowerShell, C# (ASP.NET), Java, SQL, HTML/CSS/JS, API, Macros