

KENNY PATEL

TECHNICAL SUPPORT SPECIALIST

Break-Fix & Hardware Repair · Windows Troubleshooting · Bluetooth & Mobile App Support

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// SUMMARY

Results-driven IT professional with hands-on experience in technical support, hardware repair, and customer-focused troubleshooting. Proven ability to diagnose and resolve hardware, software, and connectivity issues while delivering exceptional customer service.

// TOP SKILLS

Ticketing Systems

Marketing

Project Management

Hardware Repair & Break-Fix

Windows Troubleshooting

Bluetooth & Mobile App Support

// EXPERIENCE

IT Support Specialist

Per Scholas

April 2026 - Present · 4 mos

Chicago, IL

- Completed hands-on IT training aligned with CompTIA A+ certification objectives
- Troubleshot hardware, software, networking, and operating system issues
- Gained experience with Windows systems, networking fundamentals, and IT support best practices
- Developed technical support, customer service, and problem-solving skills through real-world scenarios

Import Coordinator

BDP International Limited

April 2023 - Present · 3 yrs 4 mos

Elk Grove Village, IL

- Managed real-time tracking of container shipments across rail networks, monitoring system updates and ensuring accurate data flow across logistics platforms
- Coordinated rail billing and generated digital documentation for cargo release, maintaining 100% compliance with customer SOPs and carrier requirements
- Scheduled terminal appointments using logistics management systems to optimize delivery timelines and improve operational efficiency
- Troubleshot shipment discrepancies, tracking issues, and documentation errors, ensuring timely resolution and minimal disruption to operations
- Maintained accurate records across multiple digital systems, supporting data integrity and audit readiness

Production Planner

Greif

February 2022 - April 2023 · 1 yr 3 mos

Chicago, IL

- Coordinated production schedules and workflow planning between engineering, operations, and machine shop teams
- Managed procurement, inventory tracking, and tooling inventory for CNC and lathe engineering departments
- Maintained Lockout/Tagout (LOTO) systems and safety compliance procedures
- Conducted quality inspections using precision measurement tools including drop gauges, calipers, and micrometers
- Managed inventory for machining tools, metal stock, and production materials to support manufacturing operations
- Maintained digital records for inventory, purchase orders, production data, and engineering documentation
- Developed and maintained SDS/MSDS documentation for industrial chemicals including rust-proofing sprays, Simple Green Pro, and WD-40 products
- Resolved scheduling, inventory, and tooling discrepancies to improve operational efficiency

Logistics Coordinator

June 2020 – September 2021 · 1 yr 4 mos

Transportation One LLC

- Sourced and managed freight using digital load boards and internal logistics systems to optimize coverage and operational efficiency
- Monitored end-to-end shipment tracking systems, identifying delays and resolving issues to ensure timely delivery performance
- Analyzed market data and pricing trends to support decision-making and improve overall profitability
- Built and maintained strong relationships with carriers and clients, supporting consistent communication and repeat business operations
- Strengthened proficiency in enterprise logistics platforms, workflow systems, and real-time data tracking tools
- Managed multiple concurrent shipments and system updates, demonstrating strong multitasking and attention to system accuracy

Tier 1 Technical Support Agent

July 2019 – June 2020 · 1 yr

Weber LLC

Chicago, IL

- Resolved Bluetooth connectivity, pairing, and mobile application issues for IoT devices, ensuring consistent device functionality and user satisfaction
- Provided end-user support for device setup, configuration, and troubleshooting across hardware and software environments
- Assisted customers with e-commerce platform navigation, account access issues, and basic system functionality troubleshooting
- Diagnosed and resolved technical issues using structured Tier 1 support processes, escalating complex cases when necessary
- Documented customer issues, troubleshooting steps, and resolutions to improve internal knowledge base and future response efficiency

// EDUCATION

Associate of Science (AS) – Computer and Information Sciences and Support Services

College of DuPage

2017 – 2019

IT Support

Per Scholas

April 2026 – July 2026

// CERTIFICATIONS & BADGES



CompTIA A+ ce Certification



Computer Hardware Basics
Cisco Networking Academy



Operating Systems Basics
Cisco Networking Academy



Creating Compelling Reports
Cisco Networking Academy



Engaging Stakeholders for
Success
Cisco Networking Academy