

## Kendrick Eastes

309 East 4500 South, Apt. 16, Murray, Utah 84107-3984

Cell: (970) 773-0162 · Email: Keastes@gmail.com

### **EXPERIENCE**

#### **Convergys**

Taylorsville, Utah

May 2014 – present

Position filled: Directv - Billing and General Inquiries Customer Service Representative

Responsibilities: front line customer satisfaction, answering billing questions regarding direct and partner billed accounts, general troubleshooting,

#### **Collbran Job Corps; Cisco Network Academy Program**

Collbran, Colorado

July 2012 – August 2013

Positions filled: Student/Employee, Vocational Leader, Safety Cadre

Responsibilities: Maintained various pieces of safety equipment, ensured that MSDS were kept current, led small group in absence of instructor or other authority figure, gave tours to prospective students and other interested parties

#### **Mesa County Libraries**

Grand Junction, Colorado

June – August 2010

Position: Library Page

Responsibilities: Re-shelved books, assisted patrons with card catalog and computers

#### **Mesa County School District 51 Career Center; Computer Repair Program**

Grand Junction, Colorado

August 2009 – May 2010

Position: Student/Technician

Responsibilities: Repaired PCs (including OS reinstallation/imaging, malware/virus removal, desktop and laptop hardware installation), installed and maintained Windows 2008R2 server, contacted customers to ensure jobs were completed satisfactorily

### **EDUCATION**

#### **Collbran Job Corps**

Collbran, CO

Completion of Cisco Networking Academy Modules:

IT Essentials—PC Hardware and Software

CCNA Discovery: Networking for Home and Small Business

Certifications:

OSHA 10-hour Construction Safety and Health, Heartsaver® First Aid CPR AED

Skills: Working knowledge of Microsoft Windows (XP and 7) and Office (97-2003, 2007, 2010), intermediate knowledge of Linux based OS (Debian, RHEL and derivatives).