

Kristopher Wilkins

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SUMMARY

A versatile and detail-oriented Information Technology and Software Engineering professional who thrives on adaptability, technical problem-solving, and continuous learning. Combines a strong foundational background in systems infrastructure, deployment logistics, and desktop support with technical capabilities in programming, automation, and artificial intelligence applications.

SKILLS

Teamwork, Critical thinking, Time management, IT Asset Management, Hardware Deployment Logistics, Vendor Coordination, Desktop Support, Agile/Scrum, AI/ML Development, Python, API integration, ServiceNow, Atlassian, Service Lifecycle Optimization

EXPERIENCE

Programmer Analyst June 2025 - March 2026 Cognizant Technology Solutions/Nike PHK

Provided comprehensive on-site desktop support and device deployment services to enterprise corporate clients, ensuring Day-1 hardware readiness.

Volunteered to coordinate and support large-scale, cross-functional infrastructure rollouts and device refresh projects across local business units.

Rapidly trained across multiple complex operating environments to adopt new service delivery methods, process standards, and deployment policies.

Technology Manager January 2024 - Present Nine Hostage House

Upgraded site network to an advanced meshed AP system, optimizing regional IT infrastructure and providing seamless Wi-Fi coverage across the facility.

Developed full-stack architectures for multiple internal intranet websites to improve data distribution and team operational efficiency.

Currently developing a RAG LLM to act as an automated subject matter expert, streamlining internal knowledge transfer and technical query resolution.

IT Administrator October 2024 - March 2025 In Motion Fitness, Chico, CA

Collaborated directly with hardware vendors and software distributors on regional procurement, managing order placements and negotiating favorable terms to realize \$5K in cost savings.

Analyzed and monitored hardware utilization and software licensing needs to align current inventory with organization-wide operational demands.

Automated data conversion and inventory tracking processes via Python scripting to improve database accuracy and streamline internal asset logging.

Desktop Support Engineer December 2022 - August 2024 HCL Tech/Adidas North America, Portland, OR

Collaborated with cross-functional international teams to resolve ongoing desktop support incidents and streamline remote account management across regional business units.

Developed and standardized comprehensive operating documentation for MDM (Mobile Device Management) environment account management, user access control, and device profile setups.

Monitored support pipelines and coordinated with international contacts to facilitate efficient hardware resolution and minimize downtime for end-users.

EDUCATION

Bachelor of Science in Computer Science (B.S.) May 2025 *Full Sail University, Winter Park FL*
Artificial Intelligence concentration

Associate of Science in Computer Science (A.S.) December 2017 *Butte Community College, Oroville CA*
Microcomputer & Robotics Intern, Lead Programmer January 2016-June 2016 *NASA, Mountain View, CA*