

Kairo Jewell

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SKILLS

IP Networking – Homelab, Firewall, Docker, VPN, NAS, NGINX, cabling

Computer Hardware – Desktops, laptops, smartphones, embedded, printers

Operating Systems – Linux Distro Hopper, Windows 10/11, Android, iOS, macOS

Scripting and Programming – Bash, Perl, Python, GDScript, C, C#, C++, Rust

Enterprise Solutions – Microsoft 365 (Teams, Excel, Outlook), Google Workspaces, Git

Team Leadership – Management, training, mentorship, budgeting, escalation

Sales – Price negotiation, client relationship building, account management

CERTIFICATIONS

CompTIA A+

- Enterprise administration and networking
- Hardware troubleshooting and repair
- RSAT, WAC, MMC, MDM, RDP, Group Policy, Active Directory, Powershell

EXPERIENCE

Sixt **Aug. 2022 – May 2024**
Senior Contract Advisor *Minneapolis, MN*

- Generated over \$500,000 in revenue growth; optimizing contract profitability while maintaining a focus on customer experience, satisfaction, and education
- Maintained top performance in customer feedback metrics by creating a welcoming environment for new clients and building strong relationships
- Led branch to market dominance, notably in “added revenue per rental-day per contract” with an additional +\$25 on average, resulting in rapid expansion of our fleet

Prime Communications **Jan. 2021 – Aug. 2022**
Director of Branch Operations / Telecom Account Manager *Burlington, VT*

- Managed a team of sales experts, driving team performance by establishing measurable goals and reinforcing best practices
- Executed branch management operations including inventory, marketing resets, recruitment, and training new members of the team
- Redirected a failing branch to a consistent leader in both the district and regional rankings across all 3 major KPIs (service, device, and accessory sales)
- Maintained top regional customer feedback rankings

HOBBIES & OTHER PURSUITS

Homelabbing custom built firewall, NAS, web servers, and game servers

Lead Programmer of Avacade Games, working on system mechanics, developer tooling, and rollback netcode!

Other Interests include running, road trips, and retro game collecting

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