

DANIEL LEWIS

IT Manager | AI-Driven Automation | Network Architecture & Help Desk Leadership

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PROFESSIONAL SUMMARY

IT leader with 11+ years building and running help desks, networks, and support operations across multi-site retail, restaurant, and pharmacy environments. Designed and shipped AI3x, an AI-powered Tier-1 support agent serving 2,000+ employees across 65+ locations, on a stack of Gemini 2.0 Flash, n8n, and Supabase pgvector. Equally comfortable architecting Fortinet/Ubiquiti networks across 150+ sites, leading global support teams, and using automation to drive measurable KPI improvements (30% faster resolution, 25% higher FCR, 45% drop in escalations). Bilingual (English/Spanish), HIPAA-certified, and CompTIA A+/Network+ credentialed.

PROFESSIONAL EXPERIENCE

IT Manager — Pura Vida Miami, Miami, FL

Oct 2025 - Present

- Designed, built, and shipped **AI3x v1.0** — an AI-powered Tier-1 IT support agent for 2,000+ employees across 65+ restaurant locations — on Gemini 2.0 Flash, n8n (11 production workflows), Supabase pgvector, and Freshservice; from concept to production release in roughly 4 months.
- Engineered a retrieval-augmented knowledge base of 1,000+ articles using Gemini Embedding 001 in Supabase pgvector, with two-pass semantic search, role-based tone calibration via Google Workspace SSO, multilingual (English/Spanish) support, and auto-priority ticket creation for POS/network outages.
- Built recurring-issue detection that scans the last 100 Freshservice tickets per location for keyword overlap, applies visual escalation banners, and auto-flags persistent problems — reducing repeat-ticket noise and giving the help desk pattern visibility it never had.
- Manage day-to-day administration of Freshservice ticketing for the entire company; built automations and workflow integrations that triage incoming tickets, link related SRs, and silently log knowledge-base gaps so coverage improves over time.
- Inherited a chaotic IT environment and stabilized it: standardized escalation paths, rebuilt knowledge documentation, and introduced AI-driven self-service to deflect Tier-1 volume from the support team.

Network Architect — Southeast QSR, LLC, Tampa, FL

2023 - 2025

- Led the end-to-end broadband upgrade of 150+ Taco Bell restaurant sites over 18 months with zero business disruption; negotiated zero-cost construction agreements with multiple ISPs and secured flexible contracts under 24 months.
- Designed and deployed a scalable network architecture for 3 headquarters and 6 satellite offices using Fortinet and Ubiquiti, centralizing management and enabling real-time monitoring with delegated local admin access.
- Rolled out 200+ 5G Cradlepoint devices to provide seamless WAN failover across the restaurant footprint, dramatically reducing network downtime and protecting in-store payment continuity.

IT Help Desk Manager — Southeast QSR, LLC, Tampa, FL

2019 - 2023

- Pioneered the rollout of Zenput as the digital food-safety platform across all franchise locations — the first deployment in the Yum! Brands network — and developed standardized smart forms (e.g., twice-daily food-safety checks) later adopted nationally as best practice.
- Negotiated and implemented Bluetooth-enabled thermometers integrated with Zenput, eliminating manual log errors ("pencil-whipping") and producing real-time, audit-ready compliance data.
- Managed a U.S.-wide cross-functional IT support team handling Tier 2-3 escalations; reduced average ticket resolution time by 30% through workflow redesign and a centralized knowledge base.
- Authored and enforced IT support SOPs across 200+ locations, lifting first-contact resolution by 25%+ within six months and improving every key KPI (SLA, FCR, ART) within the first quarter.
- Implemented automated monitoring tools and ticketing dashboards giving leadership real-time visibility into support performance and enabling proactive issue detection.
- Trained and mentored a team of support technicians, building a high-performance culture and pushing internal CSAT scores above 95%.

IT Manager — Benzer Pharmacy, Tampa, FL

2015 - 2019

- Planned, launched, and managed a 50-seat global support call center, recruiting and leading 48 agents and 2 supervisors to deliver 24/7 IT and operations support across 80+ pharmacy locations.
- Designed and maintained the full networking and support infrastructure for corporate HQ — redundant internet, server-room operations, and Yealink VoIP — sustaining 99.9% uptime for all critical services.
- Acted as lead technology evaluator on 20+ M&A deals, performing nationwide on-site tech audits during pharmacy acquisition and rebranding initiatives to ensure clean integration into the Benzer ecosystem.
- Integrated pharmacy software, CRM, and live inventory systems for real-time visibility and order capability across all locations.
- Built secure, scalable interconnectivity between pharmacies, enabling centralized management, remote diagnostics, and proactive support that cut ticket escalations by 45%.
- Led HIPAA-compliant infrastructure reviews and modernization projects, ensuring acquired locations met security and operational standards before integration.

EDUCATION

B.S., Information Technology (Minor: Network/Cloud Computing) — University of South Florida, Tampa, FL 2018

A.A., Computer Science — Hillsborough Community College, Tampa, FL

2016

CERTIFICATIONS

- CompTIA A+ • CompTIA Network+ • CompTIA Security+ (in progress)
- HIPAA Certified Professional (HCP) • Lean Six Sigma White Belt
- Google: Technical Support Fundamentals • Foundations of Cybersecurity
- DeepLearning.ai: Generative AI with Large Language Models
- Atlassian: Agile with Jira • Meta: Front-End Development
- University of Leeds: Software Testing & Validation • University of Pennsylvania: Computational Thinking for Problem Solving • HKUST: Information Systems Auditing, Controls & Assurance

TECHNICAL SKILLS

AI / Automation: Gemini 2.0 Flash, Gemini Embeddings, n8n, Supabase (Postgres, pgvector), retrieval-augmented generation, Google Apps Script, prompt engineering, workflow orchestration

Networking & Infrastructure: Fortinet, Ubiquiti, Cradlepoint 5G/LTE, TCP/IP, DNS, DHCP, VPN, VLANs, firewall design, SD-WAN, satellite/cellular failover

Systems & Cloud: Windows Server, Active Directory & Group Policy, Microsoft 365, Google Workspace, AWS, Azure, VMware, Hyper-V, RDS

IT Service Management: Freshservice, ServiceNow, Zendesk, ITIL framework, KPI/SLA management, incident response, knowledge base design, change management

Voice & Endpoints: VoIP (Yealink, Cisco, 3CX), MDM (Apple), endpoint security, antivirus, patch management, software deployment, hardware lifecycle

Compliance & Security: HIPAA, PCI-aware retail environments, backup & disaster recovery, SSO/IdP integration (Google Identity Services)

Data & Tools: SQL basics, Notion, Salesforce/Zoho CRM, Jira, REST APIs, Toast POS, Zenput

Leadership: Cross-functional team leadership (50+ direct/indirect reports), vendor & contract negotiation, M&A tech integration, stakeholder communication, bilingual English/Spanish