# Sean Kim

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IT Specialist with focus in cybersecurity and analytics. Certified for CompTIA Security+.

## CERTIFICATIONS

- CompTIA Security+ (2022)

## KEY SKILLS

- Assisted in troubleshooting technical client projects; POC & Demo environment experience with virtual machines (UTM – Linux and Windows 11); home lab experience with Wireshark, Snort, Kali Linux, Bash scripting; VPN setup and maintenance, security best practices utilizing tools such as nmap and Burpsuite
- Python scripting and AWS Lambda, Microsoft Active Directory, help desk ticketing and requests

## PROFESSIONAL EXPERIENCE

### Shift Supervisor                                                                 August 2018 – Present
*Donut Maker,* Greenwood Village, CO
- Manage daily operations, logistics, and customer service;  act as liaison between management and senior leadership; manage Clover POS system and maintenance of LAN to ensure upkeep of network activities
- Lead initiative on social media marketing and company relations, resulting in 5% YoY growth; identify gaps in marketing and sales; cooperate with distributors to ensure inventory cohesion

### Lead Technical Support                                                          March 2021 – Sept. 2021
*Saint Rock Media,* Denver, CO
- Provided technical support in both hardware and software, including Windows and MacOS, by troubleshooting, diagnosing and resolving client and internal issues, escalating as needed; led to 0% downtime in system operations while maintaining 100% utilization
- Collaborated with other members of support team to provide a seamless audience experience for online webinars, including ConsenSys Ethereal Summit; provided analytics package and technical report to improve customer support infrastructure for future events; developed product bundle to address unmet client needs
- Utilized technical skills to accurately diagnose and manage support tickets; assisted in customer relations to bolster company message development and strategy; developed file management framework to automate dissemination of technical information related to digital marketing

### Assistant IT Specialist                                                        February 2017 – May 2018
*Denver Seminary,* Littleton, CO
- Managed front of house related to student and faculty support, set up, installation, troubleshooting and inventory management; collaborate with IT support for minimal downtime of campus network
- Organized and set up events pertaining to IT needs; provided in-person A/V assistance for meetings and events; worked with MSPs to ensure continuous operations of campus network
- Collaborated with Learning Management System Administrator to provide backend support and development for campus resources and higher education web tools

## EDUCATION

**B.A. Music, Music Production and Engineering**
   *Colorado Christian University*, Lakewood, CO