

# KENNETH IGOR PETIOTE

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## SUMMARY

- Industry-Certified IT Professional with ability to lead and combine great communication with technical skills. Strong skills in troubleshooting and supporting computer networks, PC desktops, applications, and both Windows and Mac operating systems. Self-starter successful in coordinating efforts and working together with others with ability to efficiently resolve user and computer-related issues. Fluent in English, French and Haitian Creole. Novice in Spanish.

## EDUCATION

**Full Stack Web Developer Certificate, Rutgers University**  
*New Brunswick, NJ*

July 2021

**Associate in Science - Computer Science, Union County College**  
*Cranford, NJ*

January 2021

**Internetwork Engineering Certificate, PC AGE Career Institute**  
*Edison, NJ*

December 2013

**Computer Information Systems, DeVry University**  
*New Brunswick, NJ*

2008 — 2010

- Earned 39 college credits towards an Associate's Degree

- Earned 30 college credits towards an Associate's Degree

## CERTIFICATIONS

- Full Stack Web Developer July 2021
- CompTIA A+ May 2013
- MCTS: Microsoft Windows 7, Configuration March 2013
- MCSA: Windows Server 2008
  - Windows Server 2008, Network Infrastructure Configuration May 2013
  - Windows Server 2008, Active Directory Configuration October 2013
  - Windows Server 2008, Server Administrator October 2013

## SKILLS PROFILE

- Install Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10, Mac OSX, Ubuntu and Linux; NTFS permissions, BitLocker, AppLocker, Encryption; backup and recovery
- Install Windows Server 2003, Windows Server 2008, Windows Server 2012; create and administer user and group accounts; configure TCP/IP protocol suite; administer file and print services
- Active Directory design and implementation, administer group policy configuration, TCP/IP installation, IP addressing and subnetting
- Configure DNS, WINS, DHCP, WSUS, IIS (SharePoint, Streaming Media) & Terminal Services
- Troubleshoot motherboards, NICs, SCSI & peripheral devices, upgrade memory, adapters
- Install and configure Cisco 2600 series routers and Cisco switches (CLI); routing protocols, configure WAN, STP, VLANs, NAT, Access lists, troubleshooting LAN/WAN problems
- Familiar with virtualization for testing/troubleshooting and implementing/configuring Windows 2008 security options
- Microsoft Office proficient – Excel, PowerPoint, Outlook and Word
- Professional Photographer experienced with Apple Aperture, Apple Final Cut Pro, Adobe Lightroom and Photoshop

## EMPLOYMENT HISTORY

**IT/Helpdesk Technician, Accu Reference Medical Laboratory**  
*Linden, NJ*

April 2016 — Present

- Provide onsite and offsite end-user support for an average of 20,000 employees and partners at Accu Reference via QuickBase
- Diagnose and troubleshoot TCP/IP, daily operation issues, users share folders, permissions and setting up mobile mailboxes
- Responsible for adding, verifying and updating client information in the company proprietary LIS software Labgen (by Comtron).
- Responsible for updating/configuring IOS and Android devices, and setting up Microsoft Office Applications for end-user's mobile usage
- Responsible for installing software, updating and configuring Desktops, Laptops, Tablets running Mac OS, Windows 7, 8 and 10
- Responsible for joining computers to the domain, Exchange server and assigning groups using Active Directory
- Responsible for interfacing, support, troubleshooting on-site lab instruments with LIS.

**IT/Helpdesk Technician, Youth Consultation Services**

January 2015 — April 2016

Newark, NJ

- Provide onsite and offsite end-user support for an average of 18,000 employees at YCS and Our House via ticketing system Track IT!
- Diagnose and troubleshoot TCP/IP, daily operation issues, users share folders, permissions and setting up mobile mailboxes
- Responsible for installing software, updating and configuring Desktops, Laptops, Tablets running Windows XP, Vista, 7, 8 and 10
- Responsible for joining computers to the domain, Exchange server and assigning groups using Active Directory

**Helpdesk Analyst, GF Social Life (Per Diem Intern)**

January 2012 — January 2015

Rahway, NJ

- Photograph/Videograph and edit college, corporate, entertainment, fashion, private and nightlife events
- Provide end user support for Mac & Windows OS, software installation and tutorial for Apple Aperture, Adobe Lightroom and Photoshop
- Organize, upload, maintain database of company photograph and video locations

**Deployment Technician, Allegion (Robert Half Technology Contract)**

October 2014 — December 2014

Parsippany, NJ

- Responsible for installing, updating and configuring Windows 7 client image via PXE-boot, USB and DVD
- Install Cisco VPN, Dell Client Configuration, Microsoft Office 2013 and Microsoft Endpoint to each desktop or laptop build
- Backup End-User data and migrate via RDP, USMT, Easy Transfer or External Hard Drive

**Desktop Support Technician, D'Artagnan (Robert Half Technology Contract)**

August 2014 — September 2014

Newark, NJ

- Provide end-user support for an average of 300 employees at D'Artagnan on-site and Chicago remote office
- Setup warehouse computers, scanners, printers and joining users/computers to the domain using Active Directory
- Diagnose and troubleshoot TCP/IP, daily operation issues, users share folders, permissions and setting up mobile mailboxes

**Desktop Support Technician, AECOM (CompuCom Contract)**

March 2014 — August 2014

Piscataway, NJ

- Provided end-user support for an average of 46,000 employees at AECOM via Ticketing Systems CA\USD, ClearVision and ServiceNow
- Diagnose and troubleshoot TCP/IP, daily operation issues, users share folders, permissions and setting up mobile mailboxes
- Setup and shipment of new equipment, joining computers to the domain and assigning groups using Active Directory
- Responsible for installing software, updating and configuring Desktops, Laptops and Tablets running Windows 7 & Windows 8

**Deployment Technician, Maersk Inc. (Maersk Inc. Contract)**

January 2014 — March 2014

Madison, NJ

- Responsible for installing, updating and configuring Windows 7 client image via PXE-boot
- Add McAfee Protection and End User Encryption to each desktop or laptop build
- Backup end user data and migrate applications using USMT