# Kenneth Munk

**Looking to contribute in a way that would allow for me to grow faster in the areas of content delivery, data analytics, databases, and mobile development.**

Roseville, CA 95678

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Willing to relocate: Anywhere

## Work Experience

### Branch Campus IT Field Support

University of San Francisco – Sacramento Branch – Sacramento, California

June 2022 to Present

**Public Facing Representative for IT**

* Act as the face, boots, and hands of headquarters IT
* Repair the campus perception of IT services by learning about the communities being served
* Builds a library of solutions for the local community
* Educates the local non-technical staff on easy solutions that are readily available
* Builds systems that make it possible for non-technical staff to self-service technical needs
* Explores and implements new solutions to improve the feel of learning and teaching
* Manages deployment and maintenance of loaner laptop fleet
* Manages deployment and maintenance of test computer fleet
* Images machines with Mac OS and Windows using WinPE and JAMF pro
* Learned Canvas LMS tools to enable professors achieve their goals

**Internal facing IT**

* Explores and implements new solutions to improve reliability by adding redundancies
* Automates systems using Service-Now Flows and scripting to eliminate inefficiencies
* Agent of procedural shifts that eliminate unnecessary resource blocks
* Continuously self-improving personal performance with Kanban tool called Click Up

### SSIS ITC Shop Student Assistant

California State University Sacramento – Sacramento, California

November 2021 to June 2022

#### Customer facing IT

* Interviews client faculty or staff on their current case to discover known and unknown customer needs
* Coordinates with clients to ensure that deployments are less painful
* Learns about solution spaces for clients before deploying solutions
* Maintains positive client relationships to build an open channel of communication between the department and its client base

#### Internal facing IT Software Side

* Manages department tickets to mitigate aging tickets and disruptions with ServiceNow
* Tracks current inventory levels to notify department head of incoming hardware needs
  + Currently building a Teams-based tool that would hopefully automate the process of hardware tracking through an interview or conversation type system (limited progress)
* Develops scripted tools that help to accelerate tedious tasks like license conversions

#### Internal facing IT

* Seeks to maintain an organized and easy to share workspace
* Deploys lab equipment in a way that is easy to maintain while being functional for students and faculty
* Troubleshoots hardware issues such as hard drive failures based on the specific hardware used
* Sets up and deploys systems with Windows, Linux, and MacOS corporate images with tools like SCCM and WinPE
* Finds and studies solutions to unfamiliar problems before attempting to settle on a solution to ensure that disruptions are minimized

### Validation Technician / Platform Replication Lead / Remote Coverage Lead

Intel – Folsom, CA

October 2020 to August 2021

(Contracted to Intel through Beacon Hill Staffing Group)

#### [Project 2b] Platform Replication Lead and Remote Coverage Lead

* Built a team culture centered around exploration, documentation, and troubleshooting
* Mentored technicians on new tools and ideas to foster team growth
* Balanced workloads across a team of 4 people to more effectively complete work for various mini projects
* Built an information infrastructure that would enable the team and its patrons on future tasks
* Identified hardware needs and procured hardware to build the team up for current and future projects
* Generated weekly status reports on the number of issues touched based on SQL-like database queries for the company’s internal ticketing management system

#### [Project 2a] Platform Replication and Debug as of March 2021

* Triaged problems with a combination of filters and categorization to focus on critical problems while reducing problem count
* Generated queries for first stage triage and identification of problems in reporting
* Performed platform bring-up to replicate and isolate test case conditions
* Debugged software with tools like winDBG, winSDK, event logs, and other software tools
* Analyzed code of third-party software based on the results produced from hardware debugging and event logs
* Created detailed documentation of replication activities to isolate issues to their core
* Relayed information to individual points of contact to ensure that relevant specialists are involved
* Developed open-source and proprietary tools to enhance platform bring-up time and team performance
  + Example: open-source extracting utilities coded with a combination of python/powershell/and batch

#### [Project 1] Automated Test Validation as of October 2020

* Ran software tests on various hardware projects
* Validated results from tests on hardware
* Debugged erroneous data to eliminate bad configs and bad test data
* Found ways to further optimize testing via automation with additional tools to reduce human interference
* Reviewed code to find out why tests are performing the way they perform to validate results
* Developed a powershell script to organize messy json data into a more human friendly form
* Developed a powershell script to convert bulk JSON data into status reports with little human interaction
* Deployed test computers for validation testing
* Configured local networks to enable large and flexible lab layouts that are both functional and organized

### Technician II

ReConext formerly Teleplan International – Roseville, CA

September 2018 to May 2020

#### Liaison in Teleplan for Cisco clients

* Operated with an end-of-chain-customer priority mindset when making documentation and process decisions
* Documented new products with the customer in mind to catch potential hick-ups in handling
* Researched technical documentation regarding new products and include process caveats within documentation for global teams
* Developed and refined tools in Python, Batch, and Powershell to accelerate the documentation process. (Saved an average of 5 days per unit)
  + Included some image manipulation
  + Included some file management

#### Automation engineering

* Onboarded by previous engineer for automation maintenance programming and development for department automation project
* Attempted to draft an extension of the automation project that would enable more flexibility for fast paced changes slated to occur within the department. (failed due to lack of adoption)

## Education

### Bachelor or Science in Computer Science (Work in progress)

California State University – Sacramento – Sacramento, CA

August 2021 to present

### Course work in Computer Science

Sierra College – Rocklin, CA

January 2018 to August 2021

### Course work in Business Management

Chemeketa Community College – Salem, OR

September 2013 to June 2017

## Skills

* Customer service (4 years)
* Small Business operations (Less than 1 year)
* Amazon Lumberyard game engine (Less than 1 year)
* C# (3 years)
* Source Control (Git) (3 years)
* HTML
* Python (3 years)
* Java (2 years)
* Shell languages (powershell, cmd, bash, etc)
* Agile
* Scrum
* SQL (Postgres, MySQL, SQLite3) (2 years)
* Linux (2 years)
* C/C++ (1 year)
* Scripting
* Software debugging with windbg (less than 1 year)
* Software debugging with process debuggers (less than 1 year)
* Bios deployments (3 years)
* Hardware debugging (less than 1 year)

## Links

Some personal projects

<https://kenmunk.itch.io>

Git profile

<https://github.com/KenMunk>

Personal page

<https://www.KenMunk.com>