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|  | Kenneth Munk  Technology Professional |  |

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| Contact Cell: 503-400-2632  [Contact.me@KenMunk.com](mailto:Contact.me@KenMunk.com)  <https://www.KenMunk.com> | Objective **Seeking to continue building skills in making technology comfortable for the communities I serve.** |
| ExperienceIT Field Operations University of San Francisco – Sacramento Branch – Sacramento, California  June 2022 to Present  **Public Facing IT**   * Serve students, faculty, and staff the following areas:   + Networking (wireless)   + Laptop hardware repair   + Troubleshooting and resolving software issues   + Finding/providing software solutions to enable people   + Education technology setup and usage   + Assisting faculty and teaching staff with Canvas LMS * Rebuild branch campus operations for sustainability   + Builds systems that make it possible for non-technical staff to self service   + Educates non-technical staff of easy solutions that are readily available   + Automates repetitive and common operations using Service Now   + Builds a library of solutions for the local community * Repair the campus perception of IT services by learning about the communities being served   **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 DevOPs tool called Click Up   **Event Technology Provider**   * Manages and prepares equipment necessary for running events * Evaluates equipment readiness based on event descriptions * Explores additional hardware solutions to enable better event facilitation   **Equipment Manager**   * Manages branch campus IT inventory * Builds up automated systems to make campus inventory management sustainable * Images laptops with Windows or MacOS using WinPE or JAMF  IT 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. |
| Relevant SkillsFamiliar ToolsEducationComputer Science California State University – Sacramento  Sacramento, California  Fall 2023 EducationCourse Work in Computer Science Sierra College – Rocklin, CA Course Work in Business Management Chemeketa Community College – Salem, OR |
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