# Kenneth Munk

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## Education

### BS in Computer Science

California State University – Sacramento – Sacramento, CA

Graduated Fall 2023

## Work Experience

### Simulation and IT Support Specialist

Chamberlain University – Adtalem Global Education – Sacramento Campus

10970 Sun Center Dr, Sacramento, CA 95670

May 2024 to Present

40-45 hours/week

**Accomplishments**

* Digitized equipment checkout systems for better equipment accountability
  + Net result was a 0% unaccounted device status
* Created a dashboard of switch port activity status and VLAN assignment map utilizing cisco CLI
  + Net result was more awareness of which ports are available for reconfiguration
* Created a power apps tool for equipment tracking to organize and track equipment data
  + Net result has been 0 redundant asset entries since tool creation and identification of redundant and mis-identified assets
  + Tool has also been shared with simulation team to track simulation assets
* Organized IT spaces according to 5S principles to build a better understanding of existing inventory status to mitigate purchasing waste
  + Net result as been 0 redundant purchases when existing inventory can handle asks
  + Primary objective has been to maintain 50% more inventory than what is normally utilized to account for normal wear and tear
* Created a labeling system for assets for better asset identification with a combination of human friendly names, serial numbers, and asset system names
  + Net result has been a 100% identification rate for labeled assets for both IT operator and standard users
* Created a tool for loaner equipment checkout and tracking using Microsoft Forms and Power Automate that tie into ServiceNow and usage analytics
  + Net result is that there are zero pieces of loaner equipment that are unaccounted for
  + Secondary benefit is that there is more visibility on loaner equipment need justifying loaner equipment budget and budget for other student resources
  + Tertiary benefit is that there is visibility on the reasons for loaner equipment check-outs
* Transitioned campus equipment from using Windows 10 to Windows 11 using a combination of SCCM, Windows Autopilot, and in-place upgrades depending on the use case and the hardware health. Equipment that were heavily aged were given small hardware upgrades to keep them viable until their scheduled refresh date.

**Regular duties**

* Troubleshooting networking issues with simulation equipment including but not limited to SimMan3G, SimPad Plus, CAE Lucina, and other equipment.
* Check for and execute updates to simulation, classroom, and staff hardware
* Maintain and monitor AV systems for both classrooms and simulation spaces
* Troubleshoot and monitor network issues campus wide
* Provide top tier customer service to both students and staff
* Troubleshoot and repair equipment for staff, classrooms, and simulation spaces
* Maintain inventory for the technology needs of the simulation and classroom spaces as well as staff support
* Be the point of contact for system upgrades for the charge campus
* Maintain campus printers including but not limited to, enterprise level HP printers, office grade HP printers, DataCard Badge printers, and Brother P-Touch series label makers.
* Maintain and refresh campus print servers including but not limited to Windows Print Server and Mobility Print
* Conduct periodic refresh on campus equipment including but not limited to Dell and HP windows laptops, Dell and HP windows desktops, Dell and HP windows AIO systems, Dell and HP servers, TVs, displays, and other on-campus equipment.
  + Image or reimage equipment based on use with Windows Autopilot or SCCM
* Collaborate with campus staff and global teams to ensure smooth operations for all parties involved with campus operations

### IT Field Operations Specialist

University of San Francisco - Sacramento Branch

1 Capitol Mall suite 100, Sacramento, CA 95814

June 2022 to August 2024

30-40 hours/week

#### 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 and documentation that make it possible for non-technical staff to self service reducing overall ticket volume by 80%
  + Educates non-technical staff of easy solutions that are readily available reducing overall ticket volume by 50%
  + Automates repetitive and common operations using Service Now saving time spent on bulk ticket operations by 99%
  + Builds a library of solutions for the local community reducing time to solution by at least 70%
* Repair the campus perception of IT services by learning about the communities being served and tailoring service experiences to the needs of those communities
* And more

#### 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 saving time by at least 30%
* Agent of procedural shifts that eliminate unnecessary resource blocks reducing time to delivery by up to 95% and reducing time to solution by up to 99%
* Continuously self-improving personal performance with DevOPs tool called Click Up using a Kanban approach
* And more

#### 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
* Prepared documentation on event technology preparation and usage making it possible to accelerate event prep by at least 50% while scaling improvements with the number of people on the crew
* Designed a single cart event system to consolidate all event hardware into one ecosystem saving equipment gathering time by 90%
* And more

#### Equipment Manager

* Built up automated systems to make campus inventory management sustainable saving 50% of time spent on inventory management
* Built a tool using PowerShell and batch scripting to streamline exam laptop refreshes saving 80% of time spent on updates and refreshes
* Images laptops with Windows or MacOS using WinPE or JAMF
* And more

### IT Student Assistant

California State University Sacramento

6000 J St, Sacramento, CA 95819

November 2021 to June 2022

8-10 hours/week

#### 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 reducing storage footprint by 50% and time to resource by 70%
  + Explored building a Teams-based tool that would hopefully automate the process of hardware tracking through an interview or conversation type system
* Develops scripted tools that help to accelerate repetitive tasks like license conversions using Powershell and Batch saving 90% of time spent

#### 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

1900 Prairie City Rd, Folsom, CA 95630

October 2020 to August 2021

40 hours/week

(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 due that were caused by user error
* 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 saving time spent on reporting by 80%
* Deployed pre-silicon hardware for validation testing
* Configured local networks to enable large and flexible lab layouts that are both functional and organized expanding test volume by 4x

### Technician II

ReConext formerly Teleplan International

8865 Washington Blvd b, Roseville, CA 95678

September 2018 to May 2020

40 hours/week

#### 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.

## Some of my skills

* Small Business Operations
* Entrepreneurship
* Customer Relations
* Customer Service
* Source Control
* Git
* DevOPs
* Agile
* Scrum
* Kanban
* Linux
* Debugging with WinDBG
* Debugging with Process Debugger
* Bios Deployments
* Debugging
* Hardware Testing
* OS Deployments
* Business Communication
* Community Building
* PCB Soldering
* Laptop Repair
* Phone Repair
* Technical Writing
* Public Speaking
* Event Technology Planning
* AI implementation
* Software Engineering
* Software Development
* Iterative Development
* Consulting
* Computer Science
* Process Automation
* Micro Service Architecture
* APIs
* Testing software
* Testing APIs
* Managing project teams
* Team collaboration
* Service-now