# 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

**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

### 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