

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.

Contact.me@kenmunk.com (Preferred)

kmunk@csus.edu

+1 503 400 2632

Work Experience

IT 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.

Education

BS 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

Programming Languages / Libraries

- C#
- HTML
- Python
- React Native
- Javascript
- Node.js
- Express.js
- Java
- Basic
- Visual Basic
- Shell languages (powershell, cmd, bash, etc)
- SQL (Postgres, MySQL, SQLite3)
- HLSL (High Level Shader Language)
- CUDA
- C/C++

Skills

- Customer service
- Small Business operations
- Source Control (Git)
- DevOPs
- Agile
- Scrum
- Linux
- Software debugging with windbg
- Software debugging with process debuggers

- Bios deployments
- Hardware debugging

Familiar Tools

- Visual Studio
- IntelliJ Idea
- Eclipse
- Github (and alternatives)
- Photoshop
- Manga Studio 5 / Clip Studio Paint (alternatives to PS)
- Affinity Designer (alternative to illustrator)
- Unity Game Engine
- Blender

Links

Git profile

<https://github.com/KenMunk>

Personal page

<https://www.KenMunk.com>