Kenneth Munk

Technology Professional
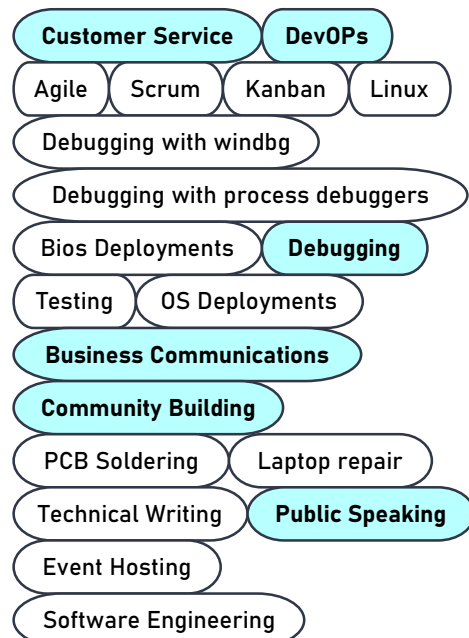
Contact

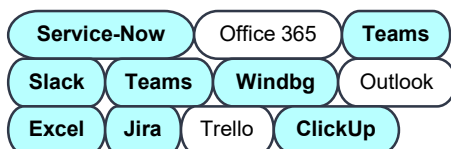Cell: 503-400-2632

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Relevant Skills

Customer Service · DevOPs · Agile · Scrum · Kanban · Linux · Debugging with windbg · Debugging with process debuggers · Bios Deployments · Debugging · Testing · OS Deployments · Business Communications · Community Building · PCB Soldering · Laptop repair · Technical Writing · Public Speaking · Event Hosting · Software Engineering

Familiar Tools

Service-Now · Office 365 · Teams · Slack · Teams · Windbg · Outlook · Excel · Jira · Trello · ClickUp

Education

Computer Science

California State University – Sacramento
Sacramento, California
Fall 2023

Objective

Seeking to continue building skills in making technology comfortable for the communities I serve.

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

Education

Course work in Computer Science

Sierra College – Rocklin, CA

Course Work in Business Management

Chemeketa Community College – Salem, OR

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.