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| Kenneth Kitchen | | | | | |
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| 404-822-4564 |  | kitchenkenneth@yahoo.com | |  | Atlanta, Ga |
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| Objective | | | | | |
| Results-driven and customer-focused IT professional with a proven track record in deskside support, network security, and web development. Currently enrolled in a Bachelor of Science in Information Technology program. Seeking a challenging role that leverages my technical expertise and diverse skill set. | | | | | |
| Education | |  | Experience | | |
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| **Bachelor of Science in Information Technology** Western Governors University, [Expected Graduation 2026] | |  | **General Electric, Field Core** Deskside Support Specialist Location: [Atlanta, Ga] Duration: 2017-2022   * Provided comprehensive deskside support for General Electric's Field Core division, ensuring seamless IT operations for employees. * Diagnosed and resolved hardware and software issues, delivering timely and effective solutions. * Implemented and maintained network security protocols, safeguarding sensitive information and ensuring compliance with industry standards. * Configured and managed network devices, including routers and switches, optimizing performance and reliability. * Conducted PC imaging for efficient deployment and standardized configurations. * Collaborated with cross-functional teams to implement IT infrastructure improvements and upgrades. * Conducted training sessions for end-users, enhancing their technical proficiency and troubleshooting capabilities. * Set up and managed virtual environments to facilitate testing and development processes.  **Tri-Mark Health Services** Deskside Support Specialist Location: [Atlanta, Ga] Duration: 2014-2017   * Delivered high-quality deskside support services for Tri-Mark Health Services, addressing technical issues and maintaining IT systems. * Played a key role in the planning and execution of IT projects, contributing to the overall efficiency of the organization. * Implemented network security measures to protect organizational assets and sensitive data. * Configured and managed network devices for optimal performance. * Conducted PC imaging for efficient deployment and standardized configurations. * Established positive relationships with end-users and stakeholders, fostering a collaborative and customer-centric IT environment. * Configured and managed virtual environments to support testing and development activities.  **Freelance Web Design and Back-End Developer** Location: [Atlanta, GA] Duration: 2019-Present   * Independently managed and executed web design and back-end development projects for various clients. * Specialized in Java and C# programming languages, ensuring robust and scalable solutions. * Designed user-friendly interfaces and implemented responsive web designs to enhance the overall user experience. * Developed and maintained back-end systems, optimizing functionality and performance. * Utilized network security best practices in web development projects. * Set up virtual environments for testing and development purposes. | | |
| Awards & acknowledgments | |
| Certified Internet Web Professional (CIW) - Site Development   * HTML5, CSS3, JavaScript, Python * **Technical Skills:** Deskside Support, Hardware Troubleshooting, Software Installation, Network Security, Network Configuration and Management, PC Imaging, Virtual Environment Setup * **Programming Languages:** Foundational knowledge in: Java, C#, Python, JavaScript * **IDEs:** IntelliJ Idea (Java), Visual Studio/Visual Studio Code (C#), PyCharm (Python) * **Web Development:** HTML5, CSS3, Bootstrap * **Virtualization:** VMware, VirtualBox, Hypervisor * **Design Tools:** Figma, WireShark * **Cloud Services:** CloudFlare | |