

## **Taira Kinjo**

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<https://github.com/Taikinjo>

## **Objective**

Hardworking with 10 years of experience in optimizing workflows and enhancing operational efficiency across various sectors. Proven track record in leading teams, implementing process improvements, and driving customer satisfaction through effective order management. Demonstrated leadership in high-pressure environments, with a strong focus on data analysis and strategic decision-making. Seeking to leverage expertise in operations and team management to contribute to organizational success.

## **Education**

### **UMGC Okinawa**

Bachelor of Science in Cybersecurity and Technology (In Progress)

Relevant coursework: Networking, Cybersecurity, Linux Administration, Cloud Computing

### **UMGC Okinawa**

Bachelor of Arts in East Asian Studies and History (Completed)

## **Certifications**

- CompTIA A+ – Course Completed, Certificate Earned
- CompTIA Network+ – Course Completed, Certificate Earned
- CompTIA Linux+ – Course Completed, Certificate Earned
- AWS Cloud Foundations / Cloud Practitioner Prep – Course Completed
- CompTIA Sec+ – Course Completed, Certificate Earned

## **Technical Skills**

- **Operating Systems:** Windows, Linux (Ubuntu, CentOS)

- **Networking:** TCP/IP, DHCP, DNS, Subnetting, Cisco Packet Tracer, Linux Administration, AWS Cloud Services (EC2, S3, VPC, IAM), Troubleshooting, Virtualization (VMware, VirtualBox), Python Basics
- **Security:** Key-based authentication, Firewall configuration, Fail2ban monitoring
- **Hardware:** PC builds, peripheral troubleshooting, POS systems support
- **Software/Tools:** VirtualBox, Wireshark, Microsoft Office, Active Directory (basic), VSC
- **Front-End:** HTML5, CSS3, Flexbox/Layout, Responsive Design, JavaScript (Basics), DOM manipulation, Git/GitHub, VS Code, Browser DevTools
- **Back-End (learning):** Node.js (beginner), JSON, API basics
- **Tools & Workflow:** GitHub Pages, Visual Studio Code, Prettier, Chrome DevTools, Linux basics
- **Languages:** English, Japanese

## Professional Experience

### Kadena Air Base, Okinawa, Japan

#### Help Desk

- Responded to user inquiries via phone, email, and ticketing systems, providing timely and accurate technical support.
- Diagnosed and resolved hardware, software, and network issues for end-users across multiple platforms.
- Logged and tracked all support incidents in the ticketing system, ensuring proper documentation and escalation when necessary.
- Installed, configured, and maintained computer systems, peripherals, and software applications.
- Assisted with password resets, account permissions, and user access management in Active Directory and related systems.
- Provided remote and in-person support for desktops, laptops, printers, and mobile devices.
- Delivered excellent customer service by maintaining clear communication, empathy, and professionalism during troubleshooting.
- Collaborated with IT teams to identify recurring issues and recommend process improvements.

- Created and updated technical documentation and user guides to improve knowledge base efficiency.
- Supported onboarding and offboarding processes, including system setup and account deactivation.
- Monitored system alerts and performed proactive maintenance to minimize downtime.
- Ensured compliance with company IT policies, data protection, and cybersecurity standards.

## **Kukatsu, Chatan, Okinawa**

### Operations Manager

- Managed daily operations, optimizing workflow efficiency and productivity across multiple departments.
- Supervised and trained teams, fostering leadership development and ensuring high-performance standards.
- Developed and implemented operational strategies that improved efficiency, reduced costs, and enhanced overall business performance.
- Monitored key performance indicators (KPIs) and analyzed data to drive informed decision-making and process improvements.
- Coordinated cross-functional teams to execute projects, meet deadlines, and maintain quality control.
- Ensured compliance with company policies, safety regulations, and industry standards to maintain operational integrity.
- Led crisis management efforts, problem-solving in high-pressure situations to minimize disruptions and maintain business continuity.

## **Projects**

- **Linux Server Configuration (Lab Project):**  
Configured and secured SSH with key-based authentication, disabled password login, set up firewall rules for SSH/HTTP/HTTPS, and implemented Fail2ban for intrusion prevention.

- **Cisco Packet Tracer Networking Labs:**  
Designed and configured small office/home office (SOHO) networks including VLANs, DHCP pools, IP addressing, and router/switch setup.
- **Cloud Adoption Project (AWS Lab):**  
Built a Virtual Private Cloud (VPC), deployed a web server, and tested connectivity to demonstrate cloud migration strategy.
- **Configuring and Securing a Linux Server**
- **Designed and deployed a virtual private cloud (VPC) and web server using AWS services as part of a proof-of-concept project for Don & Associates.**
- **Demonstrated understanding of EC2, S3, IAM, and security group configurations.**

## **Additional Skills**

- Strong communication skills in both English and Japanese
- Ability to work collaboratively in fast-paced, multicultural environments.
- Detail-oriented approach to troubleshooting and documentation.