Ken Berry

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EDUCATION

Franklin W. Olin College of Engineering—Needham, MA
Candidate for B.S. in Engineering, Concentration in Computing

August 2010—May 2016

Alpharetta High School—Alpharetta, GA
Completed 4 year program in 3 years; top 10% of class

August 2007—May 2010

SKILLS

IT: Tier-II support, Windows Server 2008 and 2012, Exchange Server 2007 and 2010, Active Directory, SharePoint administration and design, IT workflow documentation, asset tracking, license management, Dell servers, laptops, and desktops; Windows XP, 7, 8.1, 10; Mac OS X, Linux, Android, iOS, ticketing software, helpdesk management, Avaya VoIP systems, network operations, imaging (Symantec Ghost), Windows server migration

Business: Project planning and management, purchase negotation, vendor relations, customer support, international project planning and execution, international purchase negotiation, PCI-DSS and ISO compliance

EXPERIENCE

Kennedy Berry Technical Services   September 2014—Present
Needham, MA
- Provided IT services for state-of-the-art machine shop and robotics lab at Olin College of Engineering
- Implemented virtualization solution to upgrade computer control system on CNC waterjet cutter, allowing it to run resource-intensive CAD software while still communicating with legacy CNC controller
- Installed two $20,000 Epilog Helix laser cutters; performed initial setup, deployed dedicated print server for networked laser cutter operation, wrote full documentation for initial setup, end-user installation, and end-user operation

Systems Analyst   October 2012—April 2013
Edenred USA—Newton, MA
- Worked with international corporate-level IT engineers on full IT infrastructure migration; maintained 8AM-8PM uptime for Production, Customer Service, and Sales departments throughout the 2-week project
- Negotiated purchasing for all IT projects, totalling over $500,000
- Supported onsite customer service call center as well as production and order fulfillment departments
- Administrated 10-20 Windows servers in several roles, including AD domain controllers, file servers, Avaya VoIP hosts, application hosts, SharePoint servers, Exchange servers, and print servers
- Provided full Tier-II technical support for PCI-DSS 50-person office and international team
- Planned, tested, and executed 20-user N-Computing thin-client deployment

IT HelpDesk Technician   September 2011—September 2014
Olin College IT Department—Needham, MA
- Provided Tier-II Windows, Mac, and Linux support for 500+ students, faculty, and staff at Olin College
- Supported laboratories for network engineering, software engineering, and computer science departments
- Provided 1-on-1 on-call and after hours technical support of college president and deans
- Deployed $1.4 million campus-wide Juniper network infrastructure upgrade with head network engineer
- Assisted SysAdmins with day-to-day network and Windows server administration and maintenance
- Provided audio/visual presentation support for college events and external visitors

Project Manager—Clarksdale, MS Project
Affordable Design and Entrepreneurship Class, Olin College, Needham, MA   September 2014—May 2015
- Led team of 9 engineering and business students from Olin and Babson Colleges working on a multi-year project to address generational poverty and lack of youth engagement and connection in Clarksdale, MS
- Worked closely with community champions and organizations in Clarksdale both remotely and during the course of multiple 5-day site visits to understand the needs, values, and vision of the community

LEADERSHIP

Eagle Scout—Boy Scouts of America   1998—2011
Band Captain—Alpharetta High School Marching Band   July 2007—May 2010