





KIT SITOU

SOFTWARE ENGINEER

CONTACT

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 ctwohofa@gmail.com
 [linkedin.com/in/kitisitou](https://www.linkedin.com/in/kitisitou)
 San Diego, CA

EDUCATION

BACHELOR IN COMPUTER
INFORMATION SYSTEMS
National University, CA
Jul 2022

ASSOCIATE IN GENERAL
STUDIES
Columbia College, MO
May 2015

SKILLS

Can be obtain secret
clearance
Have driver License
Problem solving.
Inventory Management
Customer Service
Project management
Attention to detail.
Time management
Verbal communication
Strategic planning
Bilingual

EXPERTISE

Windows OS/Mac OS
Hardware/Software
Repair
Network Configuration
SCCM
Account Management
Asset management
ServiceNow
Microsoft 365/ OneDrive
Lucid Chart
Sharepoint

PROFILE

I am a 10-year Navy veteran. And have 5 years of IT experience. Working with Illumina as a Desktop Level IV Technician has focused on IT asset management since Sep 2021. I was also a Level II field tech at Peraton, assisting with technical issues throughout San Diego County.

I worked in the Micro repair department; I was responsible for solving daily trouble tickets, repairing and imaging hardware, and providing remote desktop support. Repair printers, patch, and fix network-related issues. I have troubleshooting experience with hardware, software, and servers.

WORK EXPERIENCE

IT Asset Management| Desktop Level IV Technician

Illumina

2022-Current

- Provide consulting on technology to the department for over 150k procurement.
- Managing the ServiceNow Queue for Hardware Requests.
- Conducts quarterly inventory audits of over 2700 assets.
- managing the procurement, deployment, maintenance, and disposal or reclamation of hardware assets such as computers, servers, network gear, smartphones, and other electronic devices
- Maintain CMDB accuracy of critical asset CI data.
- Monitor all renewals, new hardware purchases, research, and guidance for internal users.
- Assists in developing and implementing asset lifecycle procedures for managing hardware assets.
- Ensuring compliance with established regulations and maximizing the company's resources and policies.
- PC Imaging using any tools such as SCCM Autopilot.
- Skills: ServiceNow · SAP Ariba · Microsoft Excel · Inventory Analysis · IT Procurement · Presentation Skills · Quote Preparation

Level II Field Tech

Peraton

2020-2022

- Diagnosed and troubleshot technical issues, repairing and restoring equipment, including laptops, desktops, printers, and scanners throughout San Diego County.
- Managed and documented communication using ServiceNow.
- Supported over 600 Tier 2 tickets, reduced tickets to lower 30+ ranges, and maintained SLA level.
- Led In-Place Upgrade team in delivering Windows 10 Deployment, resulting in a complete Windows 10 Environment.
- Order repair parts and communicate with vendors.
- Support deployment and de-commission of servers.

KIT SITOU

EXPERIENCE (CONT.)

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San Diego, CA

HOBBIES

Photography

Dance

Music Composition

Video editing

Blogging

OTHER SKILLS

Graphic design

Writing and Editing

Marketing

SEO

MailChimp

CovertKit

Canva

Google Analytic

Information System Technician

Naval Medical Center | U.S. Navy

2019-2020

- Led 4 Sailors in supporting 883 users, responding to 593 trouble tickets.
- Maintaining and repairing hardware and software. I managed over \$116k in procurement and lifecycle replacement of 425 computers.
- Upgraded all old computer OS, which increased 24/7 Defense Cyberspace Operations mission capability and ensured 99% system availability.
- Configuring computer networks. Repairing, troubleshooting, and providing technical support on-site or via phone or email.
- Install and configure over 515 networks and provide internet access to users.

Maintenance Manager

USS Bonhomme Richard | U.S. Navy

2018-2019

- USS Bonhomme Richard was docking for shipboard repairment, and I was responsible for planning, organizing, and conducting all related equipment repairs.
- I was the sole communicator with other contractors when planning equipment load and offload.
- Conducted and oversaw daily task assignments for junior sailors for shipboard repair.
- Onload and offload 200-line items valued over 30K, transport items to other ships.

Warehouse Manager

USS Bonhomme Richard | U.S. Navy

Feb2018-Nov2018

- As warehouse manager in the food service division, I procured and maintained over 1 million worth of food items on board.
- I was also responsible for inventory adjustment and recorded daily usage using the Food Service Management System.
- Planned and coordinated 12 food stores on loads operation, including in-port and underway replenishments.
- Managed and conducted 14 weekly spot inventories to improve the storeroom's 96% accuracy and audit for over 765 line items.
- Led 7 Culinary Specialists, 10 Food Service Attendants, and 10 Marines in providing 7,000 nutritious meals daily.

Food Service Manager

Naval Base San Diego | U.S. Navy

2017-2018

- As Food Service Manager, I was responsible for the daily operations of restaurants and other food service establishments.
- I operate the establishment's human resource and administrative functions: planning menus, training, discipline, scheduling, and motivated employees.
- Managed 21 military and civilian personnel in daily operations by providing over 1,500 quality meals.
- Provided service and supported over 214 tenants and 800 Midshipmen. Determined and installed appropriate security measures.

COMPLETED PROJECT

Annual Computer refresh

Website development

WordPress

Shopify

Amazon seller central

Amazon Ads

management

Facebook Ads

management

Google Ads management

After Effects

Final Cut Pro

Microsoft Office

KIT SITOU

IT ASSET SPECIAST

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 San Diego, CA

PROFESSIONAL DEVELOPMENT

- Professional Presentation Skills
SkillPath | San Diego | 12June2016
Effective business presentations.
- Information Assurance Policy & Technology
Department of defense | Lemoore | 2Mar2016
Program of enhancing awareness related to cyber security.

DESIRED EMPLOYMENT STATE/CITY*

SAN DIEGO, CA
(can be relocated)

PROFESSIONAL ACHIEVEMENT

- Navy and Marine Corps Achievement Medal| 12 JUL 2019
- Navy and Marine Corps Achievement Medal| 25 FEB 2019
- Navy and Marine Corps Achievement Medal| 29 NOV 2017
- Navy and Marine Corps Achievement Medal| 12 DEC 2014
- Navy and Marine Corps Achievement Medal| 14 NOV 2012
- Letter of Appreciation| 2018
- Letter of Appreciation| 2015

LANGUAGE

English
Chinese mandarin
Cantonese