### Kito Joseph

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##### Professional Summary

**Hardworking and integrity-driven military veteran and experienced computer engineer/systems administrator with more than 12 years’ expertise in all facets of electrical and computer system installation, configuration, virtualization, and networking.**

Well qualified with a bachelor’s degree in computer and electrical engineering coupled with professional certifications in systems administration, networking, and security. Experienced in testing, assessing, repairing, and ensuring compliance with network systems and hardware equipment for top enterprises within the energy, military defense, supply chain management, technology, and manufacturing industries.

# Core Competencies

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| --- | --- | --- |
| * Microsoft Server * MS SQL * Troubleshooting * Scripting/Reporting/Analytic | * IT Technology & Services * Application Integration * Technical Consulting * Middleware | * System Administration * IR & RF Principle * Telephony (PBX/VOIP/SIP) * Network Security |

# Professional Experience

**SYSTEMS & NETWORK INSTALLATION – Raleigh, NC 2016 – Present**

**Administrator and Technical Support Engineer – Contractor**

*(Short-term/Long-term Contractor for several companies)* Tasked with the configuration, installation, maintenance, modification, and repair of electrical and computer systems as a Product Quality Engineer, Systems and Network Administrator, Test Engineer, and Frontline Technical Support Engineer for companies in consulting, manufacturing, and engineering. Provide onsite and remote technology solutions to clients.

*Highlighted Projects / Contracts:*

* **Tier 2 Product Quality Engineer – HILL-ROM/BAXTER**, NC (2021 - 2022)
  + Served as a Product Quality Engineer for a leading worldwide manufacturer and provider of medical technologies and related services for the healthcare industry. Provided 24X7 escalation support; performed remote monitoring of hospital installations nationwide for product anomalies; investigated root cause, discovered and resolved issues.
  + Demonstrated deep hardware and software product expertise on a wide array of medical device product lines and technologies, including Care Communication and Salesforce.
  + Executed experience with relational database administration and infrastructure/design in MS SQL Server, SQL Server Reporting Services, telephony, wireless, and middleware.
* **Data Center Systems and Network Administrator** **- PREMIERE COMMUNICATION & CONSULTING, INC.,** Durham, NC (2019)
* Installed, racked, and cabled enterprise hardware in a data center. Created scripts to help automate routine tasks in the installation, configuration of enterprise servers, and clustering of NetApp appliances.
* Verified inventory count and ordered parts from asset to make NetApp appliances and servers operational.
* Used layer two networking to create, change, and manage Cisco and Brocade switches.
* **Systems Administration MRO Supply - SDI,** Morrisville, NC (2016 – 2016)
* Served as a System Administrator for this MRO supply company and service provider. Monitored Suse Linux SAP servers to ensure the optimal configuration and utilization.
* Performed system installation and upgrades as required when alerts arose.
* Demonstrated strong skills in debugging, problem-solving, and communications. Performed scripting of tasks to help automate the defect resolutions.
* Evaluated base operating systems and platforms, effectively identifying conflicts and preventing problems before deployment.
* **Systems Administrator/Network Administrator**, **INFINITE COMPUTING SOLUTIONS,** Durham, NC (2015 – 2016)
* Managed all installation, configuration, and administration functions, including those related to Red Hat Enterprise 6/7 platforms.
* Successfully evaluated new network appliance to integrate into existing network, effectively increasing redundancy and performance to enhance technical operations.
* Increased network security by verifying access to the VPN.
* Evaluated base operating systems and platforms, effectively identifying conflicts and preventing problems before deployment.

**RED HAT, Raleigh, NC 2014 – 2015**

**Frontline Technical Support Engineer**

Provided extensive technical support for issues to maintain Linux servers, effectively resolving complex problems related to bugs, feature enhancements, and software design in c, bash, python, and other programming and scripting languages.

* Provided superior technical assistance to customers remotely via phone and email in an efficient manner; proven to identify and remedy issues quickly while delivering exceptional customer service.
* Installed, configured, and administrated Red Hat Enterprise 4/5/6.
* Developed technical documentation regarding software defects and products.

**HONEYWELL ELSTER, Raleigh, NC 2011 – 2012**

**Test Engineer**

Collaborated in project management functions, including business strategies, project goals, and schedules.

Independently developed, executed, and maintained both manual and automated test scripts in python, visual basic, and C/C++.

**Additional Experience**

Test Engineer, Computer Task Group, Raleigh, NC

Software Engineer, Talari Networks, Raleigh, NC

# Military Experience

**Ground Radio Repairmen**, **US MARINE CORPS,** Honorably Discharged

Responded to requests, repaired, aligned, and calibrated radio equipment and voice systems. Requisitioned components and parts. Installed and upgraded LINUX and Windows Operating systems for servers and desktops. Provided computer networking support & administered field wireless networks.

* Performed troubleshooting, maintenance, and inventory for vehicular communication equipment; installed transmission equipment components: antennas, mounts, surge arrestors, transmission lines, connectors, tower-mounted amplifiers, etc.

# Education & Credentials

**B.S., Computer Engineering and Electrical Engineering, NC State University – 2009**

Concentration: Embedded Systems, Computer Networking, Electric Power Systems

IT Certifications,Information Technology Security and Administration (Ongoing) - MyComputerCareer

# Technical Competencies

**Certifications:** RHCSA | RHCE | CompTIA A+ (In progress) | MTA Security| Linux Essentials

**Applications:** Microsoft Hyper-V | VMware | Windows Server | Windows 7 | XP | Vista | SharePoint

SQL | Exchange Server | Novell GroupWise | QuickBooks | Oracle | UNIX | Linux | Microsoft Office Suite

**Connectivity & Hardware:** SAN | CISCO | HP | Blade Servers | DNS Server | DHCP Servers

Web Servers Ethernet | Fast Ethernet | TCP/IP | Routing and Switching | Subnets | Security | RAID Systems

**Network Technologies:** Access Control List | Network Address Translation | Port Address Translation | SMTP | ARP | TCP | UDP

**Peripheral Technologies:** 802.11 a/b/g/n | SSID | AAA | TACACS+ | RADIUS | SSH | Firewall | MAC Address Filtering | Cisco Routers | Software Design | Circuit Analysis