# Kenneth Schaefer

## Network Specialist | Full-Stack Software Developer

Skilled Network Analyst and Software Engineer with proven expertise in various programming languages/platforms. Effective in maintaining operational efficiency, developing teams, ensuring quality, and maintaining compliance. Proficient in using modern software applications to improve workflow and efficiency. Possess problem-solving, analytical, collaboration, and interpersonal skills.

## Contact

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## Skills

Product Development
Technical Analysis
Analytical Thinking
Algorithm Implementation
Network Troubleshooting
Automation
Programming Asset Evaluation
Code Reviews
React
Node
Python
Web Development
Git
HTML/CSS
PostgreSQL

## Education

**B.S. Network Engineering and Security**
| Western Governors *University*

**A.S. Engineering** | Embry *Riddle Aeronautical University*

**Software Engineering Certification** |
*Computer Software Engineering Full stack Academy*

**AWS Certified Cloud Practitioner, Cloud Computing** | *Amazon Web Services*

**CompTIA**
*CompTIA ITF+ Certification – March 2023*

**Google - Coursera**
Google IT Support Certification – March 2023

## Corporate Experience

**2023 - Present**

### Operation and Technology Analyst
Citigroup Inc., Irving, TX

- Collaborated with 100+ global IT support teams using ServiceNow to detect, document, and resolve persistent network issues across the international network.
- Engineered web-based automation tools for global deployment, specifically for the Network and Distribution teams in the Global Command Center, resulting in over 5% reduction in daily workload for team analysts.
- Provide Technical Support for Citi's global technology infrastructure by troubleshooting and providing client support for network and infrastructure issues.

**2023**

### Full Stack Software Engineering Instructor
edX, Remote

- Mentored students in constructing their own full-stack web applications while delivering guidance and constructive feedback.
- Led interactive sessions with up to 60 participants, focusing on full-stack software engineering. Covered fundamental areas like command line, front-end, back-end development, databases and deployment.
- Developed and supervised group projects challenging students to address real-world issues. Advocated for peer-to peer feedback and communication, fostering a collaborative learning environment that cultivated teamwork and effective communication.

**2021 - 2023**

### General Manager | IT Consultant
Donald Jones Consulting & Service, Wichita Falls, TX

- Spearhead process re-engineering initiatives aimed at enhancing and consolidating end-to-end service processes while crafting secure information systems.
- Achieved a 45% reduction in paperwork through the creation of Python automation software. • Improved production efficiency by 32% by analyzing and restructuring work procedures.

Boosted facility utilization by 200% through strategic planning and the development of full-stack web applications.

**2020**

### Hospital Security Officer
Trinity Executive Services, Inc., Indianapolis, IN

- Implemented essential security procedures aligned with HIPAA and Joint Commission standards.
- Managed secure information systems and assessed team members' performance.
- Decreased physical altercations by 28% amid the COVID pandemic through effective de-escalation methods.

**2018 - 2020**

### Lead Commercial Foreman
G3 Construction, Inc., Indianapolis, IN

- Strategized and assigned tasks to streamline distribution, staffing, and production processes.
- Supervised a team comprising carpenters, journeymen, drywall hangers, and labor personnel.
- Negotiated and finalized general contracts, purchase orders, and subcontract agreements with clients and subcontractors, leveraging strong negotiation and communication abilities.
- Communicated project specifications ensuring adherence to state and federal regulations.

## Military Experience

**2010 – 2018**

**Sergeant/Department Lead** | *United States Marine Corps, US*