**Michael Kueh**

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**EDUCATION**

**British Columbia Institute of Technology Vancouver, BC**

*Diploma of Technology, Computer Information System Administration September* 2020 – May 2022

* **Academics**: **4.00/4.00 GPA**

**Langara College Vancouver, BC**

*Associate of Computer Science September* 2018 – August 2020

* **Academics**: **3.33/4.33 GPA**

**EXPERIENCE**

**British Columbia Institute of Technology Vancouver, BC**

*IT Enterprise Network Infrastructure Analyst* May 2021 - Present

* Configuring and deploying Cisco, IBM, Dell, and Juniper Fiber-Optic and copper switches via Infoblox and Kubernetes
* Configuring and administering VoIP phones to clients through Cisco Unified Communications Manager utilizing CDP (Cisco Discovery Protocol), VLANs (Virtual LAN), and CoS (Class of Service)
* Managing and configuring WAP (Wireless Access Points), DSL (Digital Subscriber Line) and Cable modems via Aruba Instant
* Installing and patching T568A crossover and T568B straight-through cables into Bix and Cat5e patch panels
* Managing, configuring, and deploying Eaton UPS (Uninterrupted Power Supply) and CCTV cameras via VMS (Video Management System) through Cisco Meraki
* Managing, investigating, and resolving clients technical request through Cherwell Service Management, supporting 1000+ users
* Designing and creating a SDLC (System Development Life Cycle) to increase bandwidth and decrease downtime

**Elections of British Columbia Vancouver, BC**

*Technical Officer* September 2020 – December 2020

* Configured, deployed, and supported admin workstations to manage voting polls in a star-topology network infrastructure
* Updated and maintained applications for users, voters, employees via election administration equipment by configuring LAN and LTE networks using Windows PowerShell commands and Batch file extension scripts
* Configured domain controllers through Active Directory and SMTP for 50+ users
* Reported issues to Elections BC Headquarters for further investigation

**Canada Revenue Agency / Canada Border Service Agency Vancouver, BC**

*IT Infrastructure Analyst* June 2019 – January 2020

* Rebuilt workstations to implement company features and restrictions utilizing Microsoft Deployment Toolkit Console
* Installed and troubleshot public interface devices such as kiosks, websites, and software on multiple platforms during real time
* Logged, monitored, investigated, and resolved technical requests submitted by clients through BMC Remedy ITSM
* Managed distribution groups and user profiles/accounts utilizing Active Directory and Exchange Management Console
* Managed user accounts using GCMS (Global Case Management System) and LCMS (Learning Content Management System)
* Created a SDLC (System Development Life Cycle) strategic plan that analyzes and resolves system security bugs and flaws
* Created local guidelines and documentation of procedures and reports for internal IT Knowledge Base

**PROJECTS**

* **EzWake** – Designed and developed a unique alarm app both for iOS and Android platform using Python with a team of 10 computer science and business major students, that allows user to solve unique puzzles in the morning to disable the alarm, giving a less chance for users to fall back asleep.
* **Google Sponsored Girl Powered Global Robotics Program** – Organized an exclusive robotics workshop sponsored by Google, and hosted at Google Headquarters in Seattle, WA. to provide the opportunity and experience for 80-100 youths who has never worked with robots, to design, build and code a fully functioning robot within 2 days using basic C#.
* **Penguin Robotics** – Promoting STEM education in the community and assisting high school teams to create, design, build, engineer, program a functional robot and successfully compete at regional and international VEX tournaments in a student-run society that consists of the top VEX University teams in the world
* **Team Liquid Hackathon** – Created a website using HTML/CSS/JavaScript to describe the potential eSports carrier outlook, and displaying linear regression models and tournament prize pool data by using Python to extract statistics from internal Liquidpedia-API with a team of 4 members

**ADDITIONAL SKILLS**

* **Skills:** MS SQL Server, MS Office 365 Administration, Azure Cloud, Active Directory and Exchange Management Console, Python/HTML/CSS/JavaScript/Java, Windows PowerShell, Linux administration via LAMP Stack (RedHat/Ubuntu), Bash scripting, Cisco CUCM/CME, FortiGate NGFW, Splunk, VMware ESX/ESXi
* **Other Languages:** Chinese (proficient)
* **Interests**: Volleyball, Track and Field, Automotive Mechanic, Content Creator and Streamer on Twitch

**AWARDS AND CERTIFICATES**

* AWS Academy Cloud Foundations
* CCNA: Cisco Certified Network Associate
* CCNA: Enterprise, Networking, Security, and Automation
* CCNA: Switching, Routing, and Wireless Essentials
* Fortinet: NSE4 - Network Security Professional
* Fortinet: NSE3 - Network Security Associate
* Fortinet: NSE2 - Network Security Associate
* Fortinet: NSE1 - Network Security Associate
* Emergency Child Care First Aid & CPR/AED – Level B
* Standard First Aid & CPR/AED – Level C