

Kevin Wong

Miami Lakes, FL | 786-718-4692 | Kevwong.inbox@gmail.com
linkedin.com/in/kevin-wong-34946b220

PROFESSIONAL SUMMARY

Security+ certified IT professional with 2+ years in enterprise systems and network support. Experienced in Windows Server 2022/2025, Hyper-V test VMs, Active Directory, and PowerShell automation, with a record of security improvements and vendor-coordinated infrastructure changes.

PROFESSIONAL EXPERIENCE

Multi-site automotive organization

August 2024 - Present

Junior Network/Systems Administrator

Support 1,000+ users across 14 locations and 40+ applications.

- Support Windows Server 2022/2025; create Hyper-V test VMs, allocate memory and storage, configure virtual network adapters and switches, and adjust resources for testing.
- Automated cleanup of AD users and computers inactive for 90+ days using AI-assisted PowerShell, reducing manual work by 95% while protecting critical accounts and OUs through exclusions.
- Replaced two VeloCloud devices and installed three Meraki switches during an after-hours cutover with Windstream; validated VLANs, VPN tunnel connectivity, and restoration of site services.
- Administer AD/Okta accounts, groups, MFA, shared folders, and NTFS permissions; mapped Okta position groups to AD OUs across four domains to standardize account placement.
- Standardized printer security configurations and procedures across five regions, including SNMP/SMB settings, unused ports, and administrator passwords; trained regional IT teams.
- Troubleshoot Meraki switching, wireless, VLANs, and IP connectivity; configure DHCP reservations and device DNS settings and investigate Zscaler-related network access problems.
- Resolve 20+ tickets on a typical day in Atera; troubleshoot Windows 11, applications, and network access, document findings, and coordinate complex escalations with senior IT staff or vendors.
- Write technical SOPs and user guides that make fixes repeatable; collaborate with senior IT staff and vendors on application rollouts and train users on new sign-in workflows.

TECHNICAL SKILLS

Windows Server 2022/2025, Windows 11, Hyper-V (test VMs), Active Directory, Okta, NTFS permissions, MFA, access audits, Cisco Meraki switches/APs, VeloCloud, Zscaler, VLANs, VPNs, DNS/DHCP, Atera RMM, Splashtop, PowerShell, AI-assisted troubleshooting, technical SOPs, vendor coordination, user training.

CERTIFICATIONS

CompTIA Security+ | April 2026

Cisco Certified Network Associate (CCNA) | Expected December 2026

Kaseya Remote IT and Security Management | August 2024

EDUCATION

B.S. Information Technology | Florida International University | 2024