KEITH CASKO

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IT SUPPORT | SYSTEMS ADMINISTRATION | CLOUD SUPPORT | CLOUD OPERATIONS

PROFESSIONAL SUMMARY

Aspiring IT and cloud support professional with hands-on lab and project experience in Windows Server, Active Directory, Linux, AWS, networking, Docker, monitoring, and remote administration. Diagnosed and verified fixes for DNS, Windows domain trust, time synchronization, permissions, authentication, and service availability issues in production-style homelabs and cloud projects. Currently completing a B.S. in Software Engineering at Western Governors University; AWS Certified Cloud Practitioner, Google IT Support Professional Certificate holder, and WGU Front-End Developer Certificate holder.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2022, Ubuntu Linux, WSL2
Systems Administration: Active Directory DS, DNS, OUs, users/groups, domain joins, SMB/NTFS permissions, Windows Time, WinRM
Cloud: AWS EC2, S3, IAM, Lambda, API Gateway, DynamoDB, Amplify, Systems Manager, KMS
Networking: TCP/IP, DNS, DHCP, SSH, HTTP/HTTPS, TLS, VPNs, IPv4/IPv6, reverse proxies, firewall rules
Infrastructure & Monitoring: Docker, Docker Compose, VMware Workstation Pro, Portainer, Grafana, Prometheus, Loki, Uptime Kuma
Support & Automation: PowerShell, Bash, Python, Git/GitHub, ping, nslookup, curl, RDP, Tailscale

TECHNICAL PROJECTS

ByteGeist Windows Server Lab | *Windows Server 2022, Active Directory, DNS, Windows 11*

- • Operate a multi-VM AD lab with DC01, FILE01, and a domain-joined Windows 11 client; manage OUs, users/groups, DNS, SMB shares, and NTFS/share permissions.
- • Diagnosed a PDC using Local CMOS Clock, configured external NTP, and verified time.windows.com at stratum 5; restored a broken WIN11-01 secure channel caused by bridged networking/wrong DNS and verified Test-ComputerSecureChannel=True and nltest discovery of DC01.
- • Documented security hardening gaps instead of hiding them, including inherited BUILTIN\Users ACLs, separate admin-account use, and planned OPNsense segmentation.

ByteGeist Support Lab | *AWS, React, Lambda, API Gateway, DynamoDB, Amplify*

- • Designed and deployed a working IT troubleshooting simulator with five realistic support incidents, command-line diagnostics, scoring, retry flow, and serverless AWS backend.

Linux & Docker Infrastructure Lab | *Ubuntu, Docker, Networking, Monitoring*

- • Administer Linux/Docker services with reverse proxy, TLS, SSH, VPN/firewall configuration, and monitoring through Grafana, Prometheus, Loki, Uptime Kuma, and Portainer.

AWS Cloud Study Tracker | *Amplify, API Gateway, Lambda, DynamoDB, IAM*

- • Built and deployed a serverless study tracker; hardened the public deployment so GET remains public while POST/PUT/DELETE require AWS_IAM authorization, with the portfolio UI read-only.

EDUCATION & CERTIFICATIONS

Western Governors University | B.S. Software Engineering | In Progress
Recent coursework: Cloud Foundations - completed; Java Frameworks - project work completed; Hardware & Operating Systems Essentials (current)
Credentials: AWS Certified Cloud Practitioner | Google IT Support Professional Certificate (v2) | WGU Certificate: Front-End Developer

PROFESSIONAL EXPERIENCE

Costco Wholesale | Baker | June 2015 - Present

- • Work in a high-volume production environment requiring accuracy, prioritization, process discipline, customer service, and adherence to operational procedures.
- • Diagnose workflow and equipment-related problems, coordinate with coworkers and supervisors, and maintain production requirements and deadlines.
- • Train and assist coworkers with procedures, safety requirements, workflows, and production standards.