

KEITH CASKO

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IT SUPPORT | CLOUD SUPPORT | SYSTEMS ADMINISTRATION | CLOUD OPERATIONS

PROFESSIONAL SUMMARY

IT and cloud infrastructure professional with hands-on experience supporting Windows Server, Active Directory, Linux, AWS, networking, Docker, virtualization, monitoring, and remote administration environments. Experienced in troubleshooting DNS, TCP/IP, SSH, authentication, permissions, container networking, and service availability issues through cloud projects and production-style homelabs. Currently completing a B.S. in Software Engineering at Western Governors University and seeking an IT Support, Cloud Support, Junior Systems Administrator, or Cloud Operations role.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2022, Ubuntu Linux, WSL2

Systems Administration: Active Directory, user and group management, organizational units, domain joins, file shares, permissions, DNS

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 configuration

Troubleshooting: ping, nslookup, curl, connectivity testing, DNS troubleshooting, service availability, authentication, access permissions

Infrastructure: Docker, Docker Compose, VirtualBox, Portainer, Grafana, Prometheus, Loki, Uptime Kuma

Remote Support: RDP, Parsec, Tailscale, RealVNC

Scripting & Tools: PowerShell, Bash, Git, GitHub

Development: Java, JavaScript, React

Security: IAM permissions, least privilege, access controls, SSH configuration, TLS, firewall rules

TECHNICAL PROJECTS

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

- Built and configured a Windows Server 2022 domain controller with Active Directory Domain Services and DNS.
- Created and managed organizational units, users, security groups, domain-joined workstations, file shares, and access permissions.
- Practiced user administration, group management, domain joins, DNS troubleshooting, and common help desk and junior systems administration workflows.

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

- Designed and deployed an interactive IT troubleshooting application using AWS serverless services.
- Built realistic technical support incidents involving diagnosis, troubleshooting, command-line workflows, and incident resolution.
- Developed backend functionality using AWS Lambda and API Gateway with DynamoDB for application data; deployed through AWS Amplify and managed source control with Git and GitHub.

Linux & Docker Homelab | *Ubuntu, Docker, Networking, Monitoring*

- Built and administered Linux environments using Ubuntu, WSL2, Docker, and Docker Compose.
- Configured DNS, TLS, reverse proxies, SSH, VPN connectivity, firewalls, and remote administration.
- Deployed and monitored services using Portainer, Grafana, Prometheus, Loki, and Uptime Kuma; troubleshoot networking, authentication, DNS, permissions, connectivity, and service availability issues.

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

- Developed and deployed a cloud-based application with CRUD functionality backed by DynamoDB.
- Built Lambda functions and API Gateway endpoints, configured IAM permissions, and deployed the frontend using AWS Amplify.

EDUCATION

Western Governors University | Bachelor of Science, Software Engineering | In Progress

Relevant study: Cloud Computing, Networking, IT Operations, Software Development, Java, Web Development, Security Fundamentals

AWS TRAINING

Hands-on AWS training and labs covering cloud fundamentals, IAM, EC2, S3, Lambda, API Gateway, DynamoDB, Systems Manager, cloud networking, security, monitoring, and governance.

PROFESSIONAL EXPERIENCE

Costco Wholesale | Baker | June 2015 - Present

- Work in a high-volume production environment requiring accuracy, prioritization, troubleshooting, process discipline, and strict adherence to operational procedures.
- Diagnose workflow and equipment-related problems while maintaining production requirements and deadlines.
- Coordinate with team members and supervisors to resolve operational issues and maintain efficient production.
- Train and assist coworkers with procedures, workflows, safety requirements, and production standards.
- Provide customer service and communicate effectively with coworkers, management, and customers in a fast-paced environment.