

# KEVIN CASTELLANOS VALIDO

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## EDUCATION

**UNIVERSITY OF CENTRAL FLORIDA**  
BACHELOR OF SCIENCE, COMPUTER SCIENCE

Aug 2025 - Present

**VALENCIA COLLEGE**  
ASSOCIATE OF ARTS

Aug 2022 - Jul 2025

## EXPERIENCE

**ADDISON HVAC**  
IT SUPPORT TECHNICIAN II

Aug 2025 - Present

- Analyzed, troubleshot, and optimized VPN and VoIP infrastructure for 200+ endpoints, implementing dynamic routing and bandwidth-allocation policies that increased remote-access reliability and reduced dropped calls by 25%.
- Engineered and documented automated system-update and endpoint-protection workflows using Bash and PowerShell scripts, integrating patch management to reduce manual maintenance time by over 40% while ensuring zero missed critical updates.
- Enforced company-wide security policies by deploying multi-factor authentication (MFA), configuring automated backup and recovery processes, and monitoring compliance through centralized logging, thereby improving incident response and minimizing downtime.
- Collaborated directly with hardware vendors and external support teams to manage RMAs, firmware upgrades, and system escalations, creating detailed documentation and ensuring rapid, verifiable resolutions with minimal operational impact.
- Delivered hands-on training and produced user-friendly technical guides for end-users adopting new software, cloud services, and security best practices, reducing onboarding time and empowering non-technical staff to independently resolve routine issues.

**ADDISON HVAC**  
INFORMATION TECHNOLOGY INTERN

May 2023 - Aug 2025

- Designed, installed, and optimized enterprise Wi-Fi and network cabinet infrastructure, carefully selecting access-point placement to maximize signal coverage, reduce interference, and future-proof scalability for expanding workforce needs.
- Authored and executed automated provisioning scripts (Bash/PowerShell) to deploy remote-monitoring and management (RMM) software across 280+ endpoints, reducing manual setup time by 80%, ensuring consistent configuration, and significantly increasing operational efficiency and security compliance.
- Provided responsive, full-spectrum technical support to end users across diverse hardware and software environments, diagnosing complex network and system failures, and implementing solutions that minimized downtime and improved productivity.
- Documented repeatable network and server processes to build a knowledge base, improving cross-team knowledge transfer and accelerating troubleshooting for future engineers.

**CHECKERS AND RALLY'S**  
SHIFT MANAGER

Jan 2023 - May 2023

- Led and coached a 10-member team in a high-volume, fast-paced environment, coordinating schedules and delegating tasks while resolving operational bottlenecks in real time, sharpening organizational and leadership abilities.
- Maintained detailed operational and compliance reports, ensuring accurate daily financial and inventory records, and contributing to a culture of accountability and continuous process improvement.

## SKILLS

- **Hard Skills:** Git, Amazon AWS, Ubuntu Server, Network Infrastructure, Network Security, Cloud Computing, S3, Cisco CLI, Active Directory, Computer Repair
- **Soft Skills:** Communication, Adaptability, Organization, Teamwork
- **Backend:** NodeJS, ExpressJS, MongoDB, Socket.IO, WebRTC
- **Frontend:** NextJS, React, JavaScript, HTML, CSS

## PROJECTS

### Peer-to-Peer Videoconferencing Application

Designed and implemented a full-stack, peer-to-peer video-conferencing platform with Next.js, Node.js, Express.js, MongoDB, WebRTC, and Socket.IO, delivering secure real-time communication and dynamic user pairing. Engineered a scalable reporting and moderation system leveraging MongoDB for structured data storage and Amazon S3 for durable, cost-efficient file persistence, ensuring reliability and seamless growth.

### Home Lab

Architecting and maintaining a personal home lab featuring an enterprise-grade Cisco managed switch and a dedicated Ubuntu-based server configured as a secure VPN gateway. This environment is used to experiment with network automation, Linux server administration, and cloud-integrated services, providing hands-on experience with infrastructure as code principles, remote access protocols, and continuous deployment practices that strengthen full-stack and DevOps engineering skills.