

Kenai Huynh

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Summary

Information Technology specialist with hands-on experience in LAN/WAN administration and Azure VM monitoring. Experienced in configuring site-to-site VPN tunnels, managing Fortinet firewalls, and executing NIST-framework incident response procedures. Proficient in streamlining operations through Active Directory management and Python/PowerShell scripting, eager to apply networking, cybersecurity, and cloud operations skills.

Education

The University of Tennessee, Knoxville

Aug 2023 - May 2027

Bachelor of Science, Information Sciences - Information Security & Cybersecurity

- **GPA:** 3.83/4.00
- **Achievements:** Dean's List: 5 Semesters

Professional Experience

DeRoyal

Dec 2025 - Present

HelpDesk Technician

Powell, TN

- Monitored on-premises Windows servers and Azure cloud VMs using Azure Monitor, and worked with engineers to secure site-to-site VPN tunnels, keeping the environment compliant with cybersecurity and identity-access policies
- Reduced mobile device support tickets by 20% through MDM policy deployment and management
- Administered user access by setting up new users, performing password resets, and managing user and group membership in Active Directory, streamlining onboarding and offboarding processes
- Utilized networking skills to assist with LAN/WAN administration, ensuring stable business operations and consistent end-user connections, reducing downtime and optimizing network performance
- Documented network topology and configuration changes, maintaining accurate network diagrams

University of Tennessee-Knoxville

Aug 2024 - Present

IT HelpDesk Specialist

Knoxville, TN

- Diagnosed technical issues using a ticketing system and remote-desktop tools; applied customer-service and analytical skills to propose solutions, increasing customer satisfaction
- Collaborated with IT, facilities, and academic staff to troubleshoot multi-stage network and software problems, improving team efficiency
- Streamlined workflow by using Microsoft Project and SharePoint for work logging and task coordination, ensuring projects were completed on schedule
- Reduced average ticket resolution time by 15% through SharePoint knowledge base development
- Developed Power Automate workflows, allowing for more efficient ticket triage.

Knoxville Community Development Center

Aug 2025 - Nov 2025

Information Technology Intern

Knoxville, TN

- Assisted in network infrastructure project deploying 150 endpoints across 9 switches, implementing VLANs and Fortinet firewalls
- Supported the deployment of 200 Windows 11 upgrades and system imaging processes, contributing to enhanced system performance and security
- Managed user accounts with Active Directory and Microsoft 365, maintaining secure and accurate system access
- Utilized SharePoint and AI tools to create a knowledge base, allowing for more efficient on-boarding and streamlining ticket workflows
- Executed incident response procedures following the NIST framework, using Active Directory and Python scripts to identify, quarantine, and remediate threats, which reduced containment time and prevented potential data loss

Projects

FreeTime | Next.js, AWS Amplify, Amazon S3, PostgreSQL

Feb 2026 - Present

- Architected a serverless cloud infrastructure on AWS Amplify, deploying Next.js SSR via AWS Lambda for secure, scalable compute and Amazon CloudFront for global content delivery.
- Provisioned secure object storage using Amazon S3, implementing IAM policies, server-side encryption, and pre-signed URLs to enforce strict access controls for user-generated content.
- Hardened application security by integrating Supabase Auth with AWS IAM roles, ensuring least-privilege access between the frontend application and backend storage resources.
- Orchestrated automated CI/CD pipelines via AWS Amplify Console, utilizing Infrastructure as Code (IaC) principles to manage cloud resources and ensure zero-downtime production deployments.
- Technologies: Next.js, AWS Lambda, Amazon S3, Amazon CloudFront, PostgreSQL, Supabase Auth, SQL, JavaScript, IAM, CI/CD (Amplify)

Skills

- **Programming & Scripting:** Python, PowerShell, SQL, Bash, CI/CD, GitHub
- **Cybersecurity:** Incident Response, SentinelOne, Active Directory, Identity & Access Management, VPN Security, MDM, SSH, OAuth, SAML, Network Security, SIEM, Incident Response, EDR, Splunk, IAM
- **Networking:** LAN/WAN Administration, Site-to-Site VPNs, Network Switch Configuration, TCP/IP, Troubleshooting, DNS, DHCP, Firewalls
- **Cloud & Virtualization:** VM Monitoring, Azure AD, Azure, Azure Blob Storage, IaaS, SaaS, Azure Virtual Networks, AWS, Amplify, PostgreSQL, Supabase, Nutanix
- **IT Tools:** Microsoft 365, SharePoint, Ticketing Systems, Remote Desktop Tools, Microsoft Project, Linux, Windows Server, Excel, UNIX, MacOS, Windows, CoPilot, Power BI, Power Automate, AI/ML