

# Joseph Mukendi

[mukendijoph@gmail.com](mailto:mukendijoph@gmail.com)

(513) 816-4734

[LinkedIn: Joph Mukendi](#)

## EDUCATION

### **Northern Kentucky University.**

Bachelor of Science in Computer Information Technology

**Concentration:** Cloud and System Administration

**Minor:** Computer Science.

*Completed: December 2025*

### **Cincinnati State Technical and Community College.**

Associate of Applied Science in Software Engineering Technology

**Major:** Computer Programming and Database Management

*Completed: August 2022*

### **Cisco Certified Network Associate (CCNA)**

Issued: May 2024 — Valid Through: May 2027

**Credential Verification:**

[https://www.credly.com/badges/f106d8e3-5cff-4a1b-8717-da8ac48b5e2a/linked\\_in\\_profile](https://www.credly.com/badges/f106d8e3-5cff-4a1b-8717-da8ac48b5e2a/linked_in_profile)

## TECHNICAL SKILLS

### **Programming & Development:**

Python, Java, C#, VB.NET, PHP, HTML, CSS, JavaScript; experienced in building and deploying Python-based applications on Raspberry Pi and integrating OpenAI APIs to automate workflows and enhance user interaction. Skilled in writing clean, maintainable, and modular code for both front-end and back-end systems.

### **Frameworks & Tools:**

Django (MVT), ASP.NET (MVC), AJAX, RESTful APIs, Docker; capable of developing, testing, and deploying scalable web applications using modern frameworks that follow structured architectural patterns.

### **Web & Server Administration:**

Apache Web Server installation, configuration, and performance tuning; proficient in hosting secure web applications on Linux-based environments and managing DNS and routing using AWS Route 53 for seamless domain integration.

### **Database Management:**

SQL Server, MySQL, and Oracle; experienced in designing normalized databases, writing complex queries, optimizing performance, and implementing stored procedures for enterprise-level data management.

**Networking:**

Cisco Routing & Switching (OSPF, EIGRP, BGP), VLAN segmentation, LAN/WAN troubleshooting, and security configurations; capable of designing and maintaining efficient, reliable, and secure network infrastructures for multi-device environments.

**Cloud & Virtualization:**

AWS (EC2, VPC, S3, Route 53, CloudFormation), Docker containerization, and VMware; skilled in creating cloud architectures, deploying web applications, and managing isolated environments for scalability and cost efficiency.

**System Administration:**

Linux system management, Bash scripting, and Active Directory configuration; adept at automating system tasks, managing user permissions, and ensuring high availability of services through proactive monitoring and updates.

**Algorithms & Data Structures:**

Sorting, recursion, graph traversal, binary trees, hashing, and dynamic programming; apply algorithmic principles to improve system performance and optimize computational efficiency in software development.

**PROFESSIONAL EXPERIENCE****Amazon.com, Inc.***August 2019 – Present*Amazon Associate

- Provide end-user support for account access issues, software troubleshooting, device setup, and onboarding.
- Diagnose and resolve hardware problems involving scanners, printers, desktops, and laptops.
- Utilize Linux command-line tools for system checks, file management, permissions, and basic configuration tasks.
- Diagnose and resolve operational issues, improving workflow efficiency and accuracy.
- Supported Kiva Robot programming using Java through the Amazon Technical Academy.
- Collaborate with cross-functional teams to maintain compliance with safety and quality standards.

**LANGUAGES**

- English
- French