



I'm a quick learner who loves solving puzzles and being of service.

My foundation in IT began as a Field Technician during the pandemic. This has been a trying time for our community, and it was a challenge and an honor to serve as an essential worker.

I'm proud to continue serving my community in my current position at Contra Costa Health, where I collaborate with several IT departments in providing support to our hospitals and clinics.

I'm also attending school full-time on my way to my degree in Computer Science and have a special interest in SQL and Python programming, disaster recovery, and security.

## CONTACT

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## HOBBIES

Guitar  
Drawing  
Weightlifting  
Videogaming

## SOFTWARE

Windows – Linux – Mac  
Office – WinSCP – PuTTY  
Access – SSMS – DBeaver  
Active Directory – PagerDuty  
vSphere – HEAT – IGEL UMS  
Citrix DaaS – Epic – RightFax

# IAN CALBREATH

I.T. PROFESSIONAL

## EDUCATION

### Los Medanos College | Diablo Valley College

2023 – Current

Computer Science major graduating in Spring '25 with 4.0 GPA.

Alongside my core curriculum, I have completed specific courses on SQL, Python, security applications, and network configurations.

### Modesto Junior College

2020 – 2021

PC Servicing and Repair courses with preparation for the CompTIA A+ exam. After completing this coursework I passed the CompTIA A+ exam, earning my first certificate.

## WORK EXPERIENCE

### Contra Costa County Health Services - Computer Operator II

2022 – Current

- Collaborated cross-functionally with Database, Service Desk, and Infrastructure teams to expedite resolution of after-hours issues with support calls, automated jobs, infrastructure downtime, and catastrophic system failures.
- Acted as Service Desk support agent during evening hours to ensure uninterrupted support for critical healthcare facilities.
- Reduced mean incident resolution time by 35% by implementing incident management policies.
- Ensured Disaster Recovery readiness by creating daily environment backups.
- Misc. duties such as: Facilitate file transfers, monitor SQL Agent jobs for completion and errors, batch scan files for errors, monitor system health interfaces, VMware connections, cluster health, and CCTV systems.

### PAQ Inc. dba Food 4 Less - IT Field Technician

2020 – 2021

- Ensured store operability by supporting helpdesk calls, visiting store sites daily to check in with store director and manager, and servicing IT equipment.
- Organized PIN Pad repair/replacement into one streamlined process and established line of communication with vendor that was not present before.
- Organized vendor appointments with stores for services we could not complete in-house such as running electrical lines, satellite installation, and Point-of-Sale system installation.

### Appen Global – Content Evaluator

2018 – 2019

- Maintained a high level of professionalism and empathy while analyzing search result and website content to determine if content is harmful to users.