**Derek Mellon**

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Cell (812) 989-1170

**Professional Objective**

To remain in a professional technical environment that allows me to advance and maximize my IT knowledge and experience through use of technical and critical thinking skills. My current focus is obtaining the necessary certifications/training to move towards a career in Cyber Security.

**Education**

**University of Louisville-Louisville, KY Not completed**

* Major: Bachelor’s Degree-Computer Engineering & Computer Science
* Minor: Asian Studies

**ITT Technical Institute-Louisville, KY** **6/2010-6/2012**

* Major: Associate’s degree-Computer Networking systems
* GPA: 3.92
* Recipient of the Dean’s Highest Honors award

**Certification/other experience**

* ISC2 Certified in Cybersecurity
* CompTIA Security 601+
* ITIL4 Foundation Certificate in IT Service Management
* Eagle Scout

**Skill Set**

**Networking**

* TCP/IP & LAN/WAN Protocols
* Network Technology
* Network Systems Management
* Network Development
* GUI Applications

**Operating Systems**

* Windows 98/XP/Vista/7/8/10/11
* Windows Server 2008/2012/2021
* Linux (Acquainted with Ubuntu/Red hat Enterprise/Kali)

**Hardware**

* Printer installation/troubleshooting
* Palm/Handheld Device
* Assemble/disassemble PC’s
* Install configure/troubleshoot/repair
* Installation, testing and troubleshooting of cabling

**Technical Support**

* Troubleshoot hardware/software
* Troubleshoot network connectivity
* Software installation support
* Phone and e-mail support
* Documentation

**Communication**

* Strong written and oral communication skills
* Strong telephone etiquette

**Software**

* Microsoft Word, Excel, PowerPoint, Visio & OneNote
* Active Directory
* Some Powershell and Python experience
* Install, configure and troubleshoot
* One System Merit
* Jira
* Service Now
* Connect Wise

**Cloud**

* Amazon Web Service

**Experience**

Netgain Technologies-Louisville, KY 5/2023-Currently employed

Engineer L1

* Providing over the phone and on-site IT support for various clients in the Louisville area.
* Updating/Creating technical documentation.

Appriss/Bamboo Health-Louisville, KY 11/2019-4/2023

**NOC Manager**

* Facilitating a stable work environment for the team.
* Supervision and oversight on a team of NOC analysts.
* Monitoring and enforcing team goals and performance objectives.
* Approving timecards and time keeping functions.
* Leading weekly maintenance meetings

**NOC Supervisor**

* Facilitating a stable work environment for the team.
* Supervision and oversight on a team of NOC analysts.
* Monitoring and enforcing team goals and performance objectives.
* Approving timecards and time keeping functions.

**NOC Technician**

* Monitoring network connections and performance for 3 business units.
* Maintaining technical/support documentation for 3 business units.

Humana-Louisville, KY 7/2019-11/2019

**NOC Technician**

* Monitoring network connections and performance.
* Monitor and maintenance of the data center.
* Documenting and communicating issues with multiple teams to keep services available.

Yum! Brands-Louisville, KY 2/2012-4/2019

**Help Desk Technician**

* Troubleshooting and support for KFC restaurants.
* Used analytical thinking paired with phone etiquette to address client issues.
* Documented cases and communicated issues with team to ensure the proper fixes were in place.