Derek Marquart
Active TS/SCI Clearance

PROFESSIONAL SUMMARY
Experienced IT professional with a background in End User Support, Software Testing, and Software Engineering. 5 years experience with customer facing technical support.

Technical Skills
- C#
- HTML
- CSS
- JavaScript
- Unity
- Visual Studio
- MySQL/NoSQL
- DynamoDB
- Elasticache
- Autoscaling
- API's
- SQL
- Quicksight
- EC2
- S3
- Glacier
- EBS
- Route53
- CloudFront
- CloudTrail
- GitHub
- CI/CD
- Jenkins
- Docker
- SQS/SNS

Certifications
- AWS Certified Cloud Practitioner
- CompTIA Security+
- CompTIA Project+
- ITIL 4
- MTA: Windows OS Fundamentals

Professional Experience

DISA, Hickam, HI   **June 2022 - Present**
IT Cybersecurity/Customer Support Specialist
- Serves as the senior technical analyst and resolves the complete range of problems within the scope of the activity operations and refers operational problems requiring highly specialized expertise to the appropriate technical expert.
- Provides advice and assistance to customers and troubleshoots the most complex problems to minimize interruptions in customer's ability to carry out critical business activities.
- Develops and manages customer performance requirements and customer support policies and procedures.
- Develops specifications for user instruction manuals based on customer needs.
- Coordinates, executes, implements, and maintains the installation and operation of customer application systems.

Nakupuna, Hickam, HI   **February 2021 - June 2022**
Software Tester/IT Support Specialist
- Perform functional testing of developing software and defects.
- Perform SQL queries to achieve desired end results.
- Conduct testing in regression, test, IL2, and IL4 environments.
- Document results of tests in test cases.
- Maintain a revolving ticket queue with the Remedy system while handling all customer needs effectively.

- Handling all break/fix issues brought to the help desk, including monitors, keyboards, hard drives, and motherboards.
- Create and manage user accounts through Active Directory, granting/revoking permissions, and handling the status of users and computers on the domain.
- Utilized remote control methods and virtualization to find and solve issues with user computers.

SkillStorm, Contract, Jacksonville, FL   **February 2022 - June 2022**
AWS Solution Architect

Continuous Integration / Continuous Delivery Pipeline
Deployed a continuous integration and delivery pipeline with integrated security tools to test and deploy full-stack web applications. Applications are hosted on GitHub and watched by a Jenkins build server where they are compiled and tested upon each release during the Agile development process. Containerized applications using Docker and orchestrated containers with Kubernetes. Wrote playbooks in Ansible for automation and configuration management. Performed security analysis and testing using Metasploit, Burp Suite, and Red Team Tools.
- Automated building and testing of deployments using Jenkins triggered by Git commits.
- Configured Docker images as build environments for the CI/CD Pipeline and maintained build images in Docker Hub.
- Automated tasks and configuration management using Ansible playbooks.
- Implemented automatic scaling of compute resources to maintain Docker deployments using AWS Fargate.
- Orchestrated and managed clusters of Docker containers using Kubernetes and EKS.
- Established the AWS EKS infrastructure using terraform
- Implemented security tools into Jenkins and customized security tests using Red Team tools, Metasploit, and Burp Suite.
- Exposed to other configuration management tools like puppet and chef. We chose to use Ansible as our main configuration tool for our pipelines.

Task Organization System
Worked in a team environment to Deploy a virtual network spread across multiple Availability Zones in a Region with RDS, Elasticache, EFS and various other AWS compute resources. The environment uses a highly available, scalable and fault tolerant design intended to serve a large customer base.
- Review and Run CloudFormation Templates
- Create an Amazon RDS Database with backup
- Create an Amazon Elasticache for MemCached
- Create an Amazon Elastic File System (EFS) with mount points in multiple availability zones
- Create and deploy an Application Load Balancer (ALB) that directs traffic to an AWS Auto Scaling Group
- Create a Launch Template Using CloudFormation
- Create the Application Servers by Configuring an Auto Scaling Group and a Scaling Policy

Personal Portfolio Website
Created a plan for an on-premises IT infrastructure to service over 25 employees and 2 buildings. Implemented VLAN connections to segregate networks and VPN connections for employees not on site. Established connections for VOIP requirements and created the cabling plan to connect all devices as well as both buildings in a small local area network.
- Planned the VLAN deployment using switches and routers
- Created routes to each network on the VLAN and segregated the networks appropriately
- Planned for the cabling between clients as well as the fiber connection between buildings.

- Connected remote workers to the company via VPN connections and their issued tablets while they were out of the office.

Apex Systems, Pearl Harbor, HI   **November 2020 – February 2021**
Field Services Technician
- Assists information engineers on application of specialized knowledge to coding, testing, implementation, and documentation projects.
- Establishes and maintains security, integrity and business continuity controls and documents.
- Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems.
- Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of appropriate software development life cycle methodology.

United States Army, Various Locations   **March 2011 – October 2017**
Infantry Soldier
- Respond to and support physical security operations within the organization.
- Twenty four hour entry control point security operations for various locations, utilizing access control lists for equipment when entering or leaving buildings/sites.
- Ensured the accomplishment of personnel management responsibilities assigned to subordinate supervisory officials through the establishment and maintenance of performance objectives, employee counseling, employee appraisal, initiation of personnel action requests, etc.
- Prepared, reviewed, and conducted risk assessments for various events, and activities to identify hazards, introduced counter measures, and reinforced safety principles to mitigate risks to personnel, equipment, and organizational effectiveness.
- Monitored, enforced, instructed, and trained a variety of security and safety practices and policies to a team of 8 personnel to ensure preventative risk measures and safety in the handling of information and responsible use of equipment.
- Conducted thorough reviews of personnel records to ensure completeness and accuracy, and when necessary, resolved conflicting information or obtained missing data.

Education

Chaminade University, Honolulu, HI   **May 2020**
- A.S., Criminal Justice

Western Governor's University, Millcreek, UT   **May 2024**

- BS, Software Engineering
- In-depth coursework in Agile and Scrum Methodology, emphasizing iterative development and collaboration within cross-functional teams.
- Comprehensive understanding of the Software Development Life Cycle (SDLC), including various phases such as requirements gathering, design, development, testing, and deployment.

Relevant Training/Courses in Software Development
SkillStorm, Jacksonville, FL   **May 2022**
AWS DevOps Accelerator Program