Deante J Childers

IT Professional

Contact

Location
Upper Marlboro, MD 20774

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Technical Profile

- Red Hat Enterprise Linux
- Microsoft Azure IaaS and PaaS services
- Microsoft Azure Active Directory
- Microsoft Teams Administration
- Infrastructure as Code (IaC)
- IT Security & Networking
- Python/SQL/Bash

Certifications

- Microsoft Certified Azure Administrator Associate (AZ-104)
- Red Hat Certified System Administrator (RHCSA)
- CompTIA Security+
- CompTIA Network+

Dynamic IT Professional committed to helping businesses automate, scale and cost-optimize by implementing next-gen cloud solutions.

Works actively with leadership to develop cost-benefit analysis and set objectives for project implementation, system maintenance and upgrades.

Work History

Oct 2020 - Current

PC Analyst

Prince George's Community College, Largo, MD

- Responsible for 450+ macOS and iPadOS endpoints using JAMF MDM and AirWatch
- Serve as point-of-contact for high-profile clientele i.e., President's Office, VPs, Board of Trustees
- Developed technical documentation of processes and procedures
- Enhanced project management skills by leading $185,000 project to refresh Mac workstations

Sept 2019 – Oct 2020

Service Desk Technician

Prince George's Community College, Largo, MD

- Evaluated user problems using test scripts, personal expertise and probing questions.
- Troubleshooted and fixed accounts for end users
- Assisted to manage and develop TeamDynamix ticketing system backend

Jan 2018 – Jun 2018

Junior Systems Administrator

Siber Systems, Fairfax, VA

- Install and configure LAMPP stack in high-security data center
- Perform vulnerability and security assessment using Kali Linux security tools
- Developed Python/Bash/SQL scripts for task automation
- Document network infrastructure topology and asset inventory in MS Visio
- Develop SOPs and security policies to prepare for company-wide SOC II and GDPR compliance

May 2017 – Jan 2018

Customer Support Specialist

Siber Systems, Fairfax, VA

- Provided technical customer support to end users
- Maintained identity and payment management and customer database system
- Evaluated customer issues and caller trends to determine areas in need of improvement and implement proactive corrections.

Education

May 2014

Bachelor of Arts: Chinese Language

University of Maryland - College Park
Studied abroad at Beijing Normal University, Spring 2010
Lived in UMD language immersion house
Pianist for University Jazz Band

May 2014

Science & Technology Program

Charles Herbert Flowers High School – Springdale, MD
Engineering Track – Science & Technology Program
Spanish Honor Society
Pianist & Bassist for Jazz Band