

Aubrey-Dekari Dixon

Networking & System Administrator

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- Highly skilled engineer specializing in both network and system administration; experienced in maintaining, troubleshooting, and configuring enterprise-level networks, providing technical support and solutions with quick and efficient turn-around.
- Proven ability to improve system up time and system resiliency, based on single-handedly solving over 250 unique 3rd and 4th tier trouble tickets.
- Able to clearly understand problems and provide solutions through the use of troubleshooting, critical thinking, and communication, with the ability to decipher complex networking problems and put them into easily understandable presentations for target audiences.
- Extremely organized and highly skilled in deploying and implementing resources that are budget dependent and critical to company operations.

EXPERIENCE

Acuitus Inc., Sunnyvale, CA — *Network & System Administrator*

May 2020 - July 2021

Single-handedly solved over 250 3rd and 4th tier trouble tickets from the Department of Defense, US, and International companies. Gained over 1000 hours of hands-on experience, designing, building, and troubleshooting enterprise-class Windows and Linux servers and Cisco networks. Well versed in the concepts underlying the technology across most facets of IT, with confidence to tackle both problems that are understood as well as new technologies as they arise.

- Collected information to analyze and evaluate existing systems; research, plan, install, configure, and troubleshoot systems as well as hardware and software interfaces.
- Configured, monitored, and administered Domain Controllers, Active Directory, File and Exchange servers, DHCP and DNS for Windows Server 2003/2008/2012/2016 platforms.
- Configured multiple complex networks according to best practices
- Actively communicated all configurations, troubleshooting, and maintenance in organized logs.

GM Cruise, San Francisco, CA — *Remote Assistance Advisor*

January 2018 - Present

- Support vehicle passengers with any and all issues that might occur before, after, and/or during their ride.
- Troubleshoot technical software and some hardware issues faced by autonomous vehicles and human passengers.
- Aid our fleet of driverless vehicles in navigating their surroundings.

CERTIFICATIONS

- CCNA Certified
Expected Sept 2021

SKILLS

- Network & System Configuration and Administration & Cisco Enterprise Switching, Routing and VLANs
- OSI and TCP/IP Protocol Stack
- Layer 3 Routing Protocols (OSPF, RIP, EIGRP) & Cisco IOS Operating System
- Transparent Bridging & Layer 2 Protocols (Spanning Tree, VTP)
- Internet Technologies (DHCP, DNS, SMTP, Active Directory, Group Policy)
- Security Technology Configuration (Network security, Firewalls, VPNs)
- Microsoft Office & Visio, Packet Tracer Proficiency
- Secure Data Recovery, Backup

- Write up details of scenarios requiring additional support by the engineering team.
- Quickly exercise a high degree of good judgment and independence and be able to adapt to sudden changes in the workplace in a timely manner.
- Maintain a helpful and calm composure in simple or difficult situations alike, while always providing first-rate customer support.
- Recognize patterns and properly categorize support issues.
- Complete ad hoc projects as needed.

EDUCATION

Acuitus Advanced Information Technology Program, Sunnyvale, CA

May 2020 – March 2021

Acuitus, in concert with DARPA – the nation’s premiere research organization – the US Navy and Army, the Gates Foundation and Stanford, spent ten years developing a program to quickly transform entry-level military personnel into highly competent, senior-level ITs. The program builds around a thousand hours of immersion, where each participant is expected to solve hundreds of difficult designs, configuration and troubleshooting problems quickly and on their own, but where each participant also has a dedicated, exceptional, expert IT mentor/tutor. The results in the military have been stunning – graduates quickly rise to the top of their commands. I was part of the civilian-program launch. It was a unique, powerful, transformational experience, preparing me to immediately take on some of the hardest challenges in the IT field.

- & Restore
- Virtualization / Cloud Computing

CORE STRENGTHS

- Assemble, Configure & Troubleshoot Hardware & Software issues on Windows Servers, with Linux Platform awareness
- Network Mapping, Network Issue Debugging & Network Traffic Analysis
- Strong Leadership and Communication Skills
- Strategic Planning & Operations
- Technical Support & Assistance
- Quality Testing & Assurance
- Product Enhancement & Optimization
- Reporting & Documentation
- Diverse and Adaptable Skills
- Strong problem solving, critical thinking and troubleshooting skills.