Camden Kilby

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PROFESSIONAL OBJECTIVE

I am Camden and I am a driven, dedicated, adaptable, and detail-oriented IT professional seeking a new adventure in an analysis, networking, or security focused role. I am eager to leverage expertise in technical analysis, network infrastructure, threat assessment, and incident response to enhance organizational posture.

SKILLS

Cisco Products | ServiceNow | Large Scale Networking | Active Directory | Vulnerability Remediation | Disaster Recovery | Technical Analysis | Project Management | Application Support | Virtual Machine Management | Mobile Device Management | Conflict Resolution |

WORK EXPERIENCE

Senior Technical Analyst | April 2024 – Present
HCA Healthcare | Kissimmee, FL

- Consistently ranking among the top three performers in my division, resolving an annual average of 1,500 tickets while maintaining SLAs with a 99% satisfaction rating.
- Led multiple facility and division projects successfully to ensure network stability, quality assurance, and patient safety such as completing full data and power redundancy of all data frames.
- Standardized device naming conventions across multiple facilities, enhancing automation scripts and reducing asset-tracking errors.
- Lead, train, and oversee entry-level analysts and contractors to ensure the delivery of high-quality technical support.
- Created training procedures for new technical employees, strengthening onboarding and ongoing technical support.
- Installs and configures Cisco equipment including but not limited to switches, wireless access points, desk phones, and security cameras.
- Trains all facility employees by delivering detailed presentations on data privacy and information security during bi-monthly orientation sessions.

Technical Analyst II | April 2023 – April 2024
HCA Healthcare | Kissimmee, FL

- Configured 1200+ virtual machines within VMware Horizon, DEM Suite, and Linux IGEL UMS.
- Resolved auto-generated security tickets, prioritizing high-severity incidents while collaborating with the corporate cyber defense team to refine incident response procedures.
- Developed PowerShell and KiXtart scripts to maintain automation of workflows.
- Performed enrollment and maintained compliance of corporate and personal mobile devices within VMware AirWatch and Intelligence Hub, ensuring security through the implementation of device profiles and updates.

Technical Analyst | April 2022 – April 2023
HCA Healthcare | Kissimmee, FL

- Installed and repaired division IT equipment including but not limited to computers, printers, servers, cabling, and related software products.
- Provided 24x7 on-call support for live critical infrastructure.
- Maintained detailed incident documentation and escalated issues to the appropriate expertise level in compliance with procedures.
- Aided and trained users on division technologies.

Attractions Operator | October 2021 – April 2022
Walt Disney World | Orlando, FL

- Operated attraction systems following strict safety protocols and operational procedures, ensuring compliance and maintaining high standards of performance in order to keep cast and guest safety as a top priority.
- Leveraged guest-facing applications like My Disney Experience and Disney Genie+ to provide personalized support and recommendations.
- Utilized proprietary cast-facing applications to assist guests in planning their days while offering accessibility options.
- Greeted and assisted guests, answering questions, and addressing all concerns with compassion and empathy to resolve any issue they had.
- Monitored guest flows of queues to ensure an efficient experience for all guests.
- Delivered an immersive and magical guest experience by creating a welcoming atmosphere that embodies Disney's values of service, innovation, and imagination.

CERTIFICATIONS

CompTIA Security + | CompTIA Network + (Pursuing) | TestOut Security Professional | TestOut Server Professional | TestOut PC Professional | Microsoft Office Specialist Master

AWARDS

HCA – ICARE Award | Walt Disney World – Several 5 Keys Recognitions |

EDUCATION

B.S. Computer and Network Security | Wilmington University | Wilmington, DE | 3.76 | 2021
Dean's List Multiple Semesters