Dean Evans

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# Experienced IT Technician/Analyst with over 5 years of hands-on experience delivering top-notch technical support to users. Proficient in troubleshooting complex issues and providing effective solutions while maintaining clear and concise communication. Passionate about Information Technology, particularly in Cybersecurity and cloud environments. Eager to tackle new challenges and projects in the field while actively pursuing ongoing education and professional development opportunities.

# Technical Lab Experience

## Present ongoing projects/practices Present

* Deployed Raspberry Pi with K3 Kubernetes YAML manifest with docker containerization for Nginx
* TCM Security Academy/Tryhackme courses and labs for Python/Cybersecurity/Ethical Hacking

## Raspberry pi vpn Travel router January 2024

* Purchased and configured Raspberry Pi 5 for travel VPN router
* Installed and Configured OPENWRT OS & setup firewall/DHCP/network configurations via SSH
* Integrated VPN server with installed packages/configuration parameters and setup firewall configuration and GUI management interface. Setup hot plug for redundancy

## kali linux hacking lab and tryhackme.com October 2023

* Deployed and configured Kali Linux VM in preparation for CySA+
* Red/Blue team practices with various tools including wifite/aircrack-ng/wireshark/Nmap within Kali Linux
* Completed Tryhackme.com labs for OWASP/Wireshark/Nmap/Metasploit/Linux/OSINT/SIEM management

## Home Lab – SOHO network and security setup June 2023

* Purchased and deployed 802.11ax Router with TP Link Switch, configured VLAN/Link Aggregation
* Installed and configured Kibana SIEM VM/OpenVPN on internal SOHO network, configured various firewall rules and integrated SSH management and forward proxy

# Certifications

# CompTIA A+ CompTIA Security+ CompTIA CASP+

# CompTIA Network+ CompTIA CySA+

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# Professional Experience

## Emanate HEALTh Dec 2023 - Present

## *Service Desk Analyst*

* Routinely engage with Network, Clinical Informatics and Sys/Server teams while assisting in daily management of Citrix/VMware/Active Directory/EMR systems/Tape backup swaps while maintaining clear cross team communication
* Created and maintained clear and precise documentation and knowledge bases for IT teams, as well as recommending and integrating additional procedures/policies providing more efficient and streamlined solutions for tickets
* Resolve 30+ trouble tickets per day through efficient triaging of problems, while ensuring user adherence to organizational policies and procedures. Engaging in incident response and vendor communications in timely matter during outages
* Participated in Ascom mobile device deployment project for over 2000 employees with Active Directory and MDM

## Kaiser Permanente 2018 - 2022

## *Service Representative Urgent Care*

* Engaged in highest quality of patient/member service and EMR processing
* EMR template/schedule building and coordination with clinic physicians
* Assisted in patient profile and mobile app setup and integrations

## Robert Half Contracts 2013 - 2016

## *Desktop Support Technician*

* Performed system imaging and data backups and PC refresh for multiple endpoints
* Provided troubleshooting for printers/scanners/laptops while providing end user education and adhering to documentation standards, policies and procedures and customer service handling expectations.