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| Dean  Evans  **My Website:**  <https://d-zk.github.io/MyWebsite/>  **Covina, CA 91723 | 323-895-8781** [Deanevans323@gmail.com](mailto:Deanevans323@gmail.com) | |  |  |
|  | OBJECTIVE Experienced IT Practitioner with over 15 years of experience in IT and 11 years professional work experience in corporate environments. Delivering high quality IT management and troubleshooting to organizations. Proficient in solving complex issues and providing effective solutions while maintaining clear and concise communication. I am passionate about Information Technology, particularly in Cybersecurity and Systems. I am eager to tackle new challenges and projects in the field while actively pursuing ongoing education and professional development opportunities. |
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| Technical Lab Experience PRESENT ONGOING PROJECTS/PRACTICES Present   * Deploying 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 VMs via Oracle in preparation for CySA+ * Conducted Red & Blue team labs with various tools including wifite/aircrack-ng/wireshark/Nmap/Hydra within Kali Linux * Completed Tryhackme.com labs and courses 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 proxyCertificationsCompTIA A+ CompTIA Security+ CompTIA CASP+CompTIA Network+ CompTIA CySA+ ISC2 CISSPPROFESSIONAL EXPERIENCE Service Desk Analyst | Emanate Health | Dec 2022 – Current   * Resolve 30+ trouble tickets per day through efficient triaging and resolutions * Daily creation and management of Active Directory memberships/distribution groups and share drives * Managed and deployed Ascom mobile device project for over 5000 employees via Active Directory membership creation, Imprivata console and MDM * Management of EDR systems and security alarms and deployment of team members and vendors based on incident criticality * Carbon Black VM EDR monitoring * Setup and management of MFA and Kerberos * Knowledgebase author/editor * Monitored health and metadata of VMware and Citrix VMs * Managed MDF server room schedule and logging for backups and off-site exchange of tape backups * Monitored and responded to MDF/IDF alerts and temperatures via GUI and email alarms * Managed and monitored Citrix Director admin panel and Active Directory memberships for VMs and applications within Citrix * Management and creation of printer servers and associated printers * Vetted and interviewed new department employees   Service Representative Urgent Care | Kaiser Permanente | Nov 2018 – Dec 2022   * Processed patient payment and insurance information within EPIC EMR * EPIC EMR template & schedule building and coordination with hospital physicians * Assisted in patient profile and mobile app setup and integrations * Selected as EPIC “Super User” and provided training for EMR systems and management of PHI & PII and ensured trainee compliance with HIPAA and hospital policies and procedures   **Desktop Support Technician | Robert Half Contracts | Dec 2013 – July 2017**   * Performed system imaging and data backups and PC refresh for endpoints * Incident response to EDR systems and alarms via SOC communication and ticket logging * Troubleshooting for Fujitsu, Canon and HP scanners and printers * Laptop setup and deployment and MDM management and monitoring * Asset management through tagging, logging and managing asset database * adhering to documentation standards, policies and procedures and customer service handling expectations. * Training users and clients in the use & management of software * Knowledgebase author/editor * Iphone setup/deployment and support through MDM | | | |
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