

DEREK STANDER

PITTSBURGH PA

CELL: 412-650-0911 E-MAIL: DEREKSTANDER+DEV@GMAIL.COM

PORTFOLIO: [HTTPS://DSPENN.GITHUB.IO/PORTFOLIO-HW2/](https://dspenn.github.io/Portfolio-HW2/)

GITHUB: [HTTPS://GITHUB.COM/DSPENN](https://github.com/DSPENN)

LINKED IN: [HTTPS://WWW.LINKEDIN.COM/IN/DEREK-STANDER/](https://www.linkedin.com/in/derek-stander/)

Education

Point Park University Pittsburgh PA
Bachelor of Science, Information Technology

Technical Skills

Wide range of networking, security, server, and desktop configuration and maintenance skills, including:

- CompTIA Security+ Certification
- System imaging and deployment (MDT, AIK, Ghost)
- Asset management and inventory
- Kiosk management and deployment
- Data analysis, conversion, entry, backup, recovery, partitioning and destruction
- Network and Wireless Security
- Active Directory
- Configuring and implementing group policy
- Desktop and server troubleshooting (remote and on-site for both software and hardware)
- MS Office troubleshooting
- JD Edwards user administration
- Lotus Notes and Domino Designer
- Javascript, NodeJs, CSS, HTML
- Git, Mysql, Express, Handlebars

Experience

Magna5Global - Pittsburgh PA
Network operations center engineer

December 2018 – August 2019

Provided Support for all operating systems. Server and workstation patch management. Worked with many ticketing systems autotask, servicenow, cv2, spiceworks, and jira. Configuration and management of internal and external SharePoint pages. Active directory. Azure active directory. Password resets, domain migration. Virus removal. Outlook troubleshooting. Vpn configuration and troubleshooting. Telecommunications troubleshooting (circuits, adtrans, VoIP)

GE Grid Solutions - Charleroi PA
IT Administrative Assistant

April 2018 – August 2018

Temporary position. Team member on a project to migrate data from Lotus Notes to inhouse custom software. Also assisted with data entry into SAP Time and Attendance. Performed various other IT tasks as requested.

Lyft - Pittsburgh PA
Driver

October 2016 – April 2018

Temporary Contracting - Pittsburgh PA
Print Shop Technician

July 2016 – September 2016

Giant Eagle - Pittsburgh PA
Night Stock Clerk

July 2015 – October 2015

Ibex Global - Pittsburgh PA
Inbound Phone Support

July 2014 – November 2014

Phone and remote support for Apple devices. Responsible for taking account security calls. Achieved over 90% customer satisfaction and retention rate.

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Allegheny County Airport Authority - Pittsburgh PA
I.T. Technician, Pittsburgh International Airport

September 2012 – February 2014

Responsible for maintaining and updating inventory of all I.T. assets. Created, maintained, and updated system images for all computer models. Installed and configured wired and wireless networking equipment, servers, racks, and switches. Maintained and added user accounts with Active Directory. Acquired considerable experience backing up and recovering/restoring user data through computer replacement. Regularly assigned responsibility for responding to in-house help desk calls, troubleshooting and updating customer kiosks, and other miscellaneous. Troubleshooting issues using Windows Event Viewer. Additionally, gained experience applying firmware upgrades, including Nvidia and Seagate firmware.

Della Luce Solutions Pittsburgh PA
Technical Support & Web Developer

September 2011 – September 2012

Technical lead for all aspects of the company, including developing assessments, testing software, creating databases and working with final clients to solve access needs. Created database for analyzing information and prepared reports. Developed and maintained website with Wordpress and PHP. Researched and recommended enhancements for technical aspects of the business.

Bombardier Transportation West Mifflin PA
Summer Intern

2008 and 2010

Assisted with data cleanup for SAP implementation. Automated processing using Microsoft Access. Worked with company material shipping system (Omega) used for airport people mover vehicles. Provided analysis for both manager-produced and generated reports. Updated user manuals. Assisted in the creation of Engineering Manpower Planning tools in Access.

California University of Pennsylvania California PA
Help Desk

August 2007 – January 2008

Responsible for taking help desk calls and resolving student computer issues. Maintained a 100% success rate of resolving issues without referral to supervisors.

Carmike Theaters Pittsburgh PA
Sales Associate and Usher

August 2005 – January 2011