Dante Cady

Contact

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Education

Rhode Island College
Computer Information Systems
Present

Year Up- Providence
Information Technology
2018-2019

Certifications & Awards

Network Fundamentals
Kubernetes Intro
AWS Cloud Practitioner (CLF-C01)
Azure Fundamentals (AZ-900)
Azure Administrator (AZ-104)
Apple Service Fundamentals
Apple Certified iOS Tech (ACiT)
Zerto Certified Associate
Best IT Team (ContactCenterWorld)

Skills

HTML
CSS
JavaScript
React Native
PHP
PowerShell
SharePoint Online
JSON
Kubernetes
YAML
Genesys Cloud
AWS
Azure
Bot automation
Microsoft Power Apps Suite
CI/CD
Cloud Migrations
Azure Repos

Objective

Dedicated System Administrator with 6 years of experience in Front-end and Back-end development, supporting various on-premises and cloud solutions, and effectively navigating complex problems. Recognized for my self-motivation, adaptability, and eagerness to learn. Skilled in leading projects and developing innovative solutions to optimize system performance.

Experience

System Administrator • IGT • Jul2022 - Present

- Manage and administer Microsoft Azure and AWS cloud environments, overseeing PaaS, IaaS, and SaaS services. Responsible for provisioning, configuration, performance monitoring, and implementing governance policies and security measures.
- Developed AWS chat bots using AWS Lex, automated workflows with Node.js and Lambda, and utilized S3 for secure data storage.
- Deployment of AWS environments leveraging EC2, Auto Scale groups, VPC, and ELB
- Developing internal web applications, integrations, and automations leveraging NodeJS, PHP, and Microsoft Azure Platform
- Create comprehensive technical documentation for processes, procedures, business continuity, disaster recovery, and troubleshooting, ensuring efficient knowledge transfer and team collaboration.
- Incorporate CI/CD methodologies and tools to effectively collaborate and build new applications, services, and technical solutions.
- Lead multiple cloud projects including the configuration of two global scale web applications, database migrations, and data backup solutions.

Helpdesk Technician III • IGT • Jul2021 - Jul2022

- Supporting the global contact center with day-to-day operations which include maintaining virtual, cloud, on-premises systems, applications, and helpdesk support both on-site and remotely.
- Developing and implementing innovative solutions to further enhance productivity within workplace including automation and internal applications.
- Administering Azure AD, AWS, Active Directory, SQL databases, SharePoint Online, VMWare, and Power Automate within Microsoft 365
- Facilitate trainings and demos of various products including applications and systems.
- Implementing, configuring, and provisioning cloud solutions leveraging the AWS and Azure platforms to enhance productivity for internal and external IGT customers.

IT Specialist II • The Keystone Group RI • Oct 2018 - Jul2021

- Assisting over 200+ staff members located within 14 facilities to provide deskside support, trainings, and projects implementations.
- Administering Azure AD, SharePoint Online, and Power Automation within Microsoft 365.
- Developed, designed, and implemented numerous projects which include an employee electronic timesheet, self-service portal, and IT asset management resource.
- Assisting and closing nearly 75% of submitted tickets on a reoccurring monthly basis.
- Managed various server resources that include, Active Directory, print server, and endpoint management.

Technical Specialist • Apple • May 2019 - Jul2021

- Providing hardware support and re-establishing relations with customers
- Troubleshooting Apple computers, mobile devices, and accessories in a timely manner to meet our service level.