

**DYLAN FERKOVICH**

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**(801)-361-9242**

### **Summary:**

Detail-oriented IT support specialist with hands-on experience in hardware/application support, remote troubleshooting, and system optimization. Known for delivering high-quality customer service and resolving technical issues with first-touch efficiency. Experienced in maintaining secure, compliant, and user-friendly IT environments. Adept at collaborating across IT disciplines and managing incidents from initiation to resolution. Passionate about supporting end-users and driving operational excellence in fast-paced, customer-focused environments.

### **Experience**

- **RainFocus** - Security Analyst Intern | *May 2025 – Present*
  - Monitor enterprise security systems and implement threat detection protocols to identify and mitigate potential security breaches
  - Contribute to incident response efforts by analyzing security events and documenting remediation procedures
  - Conduct vulnerability assessments and collaborate on implementing security controls to strengthen organizational defense posture
  - Develop security awareness training materials and support compliance initiatives across the organization
- **SimpliVerified** - IT Support & Compliance Specialist | *Sept 2023 – May 2025*
  - Delivered remote and onsite support for enterprise systems, including user access, hardware, and VoIP setup
  - Implemented workflow automations using Python, enhancing background check processing speed by 15%
  - Maintained high standards for first contact resolution, data integrity, security, and regulatory compliance (FCRA, GDPR)
- **LendingClub** - Credit Analyst | *June 2022 – Aug 2023*
  - Streamlined loan processing through software optimization and scripting to support financial operations
  - Facilitated secure data handling and implemented system enhancements for regulatory compliance
  - Worked with IT to troubleshoot access issues, conduct system maintenance, and assist with software deployments

- **Vivint Smart Home** - Technical Support Engineer | *June 2021 – Mar 2022*
    - Delivered front-line support in a call center environment for hardware and mobile device & applications
    - Resolved complex technical issues using remote tools and escalated unresolved cases to engineering
    - Used Zendesk to track incidents, maintaining service documentation in line with company standards
    - Delivered technical customer service to external and internal clients
    - Monitored, maintained and supported the organization through Google Workspace and Microsoft 365 platforms
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## Education

Western Governors University

B.S. Cybersecurity and Information Assurance | *Expected Graduation: March 2026*

Salt Lake Community College

A.S. Associate of Science | *May 2023*

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## Certifications

- CompTIA A+ Certified
  - CompTIA Network+ Certified
  - Google IT Support Professional
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## Skills

- Operating Systems:
  - Windows (7, 10, 11) • macOS • Linux (Ubuntu, Kali)
- **Core IT Skills:**
  - Hardware/Application Support • Remote Desktop Tools • Root Cause Analysis • Incident Resolution • Ticketing Systems (Zendesk) • User Access Management
- **Networking & Scripting:**
  - TCP/IP • DNS • DHCP • VPN • Routers/Switches • Python • PowerShell • Bash • SQL • GitHub
- **Software & Tools:**
  - Microsoft Office 365 • Exchange • Virtualization Tools • Cloud Hosting • Active Directory • ServiceNow