

Dean Ford

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PROFESSIONAL SUMMARY

I am a very hard-working Individual, collaborative problem solver, team player, and strategic thinker committed to continuous learning and staying at the forefront of technological advancements. Seeking opportunities to contribute my skills and experiences to further the success of forward-thinking organizations. I am very passionate about I.T. and I've obtained a couple of certifications and diplomas and have been running through technical scenarios so I can improve my skills and gain exposure.

CERTIFICATIONS

AWS Certified Cloud Practitioner (CLF-C02) (Issued on 28/09/2023)

CompTIA Security+ (3/03/2024)

Microsoft Certified: Security, Compliance, and Identity Fundamentals (Issued on 3/09/2023)

Microsoft Certified: Microsoft 365 Fundamentals (Issued on 16/08/2023)

Microsoft Certified: Azure Fundamentals (Issued on 10/08/2023)

SKILLS

Nmap | Tenable | Kali Linux | Digital Forensics | Wireless Security | Remote Access Security | Certificate Management | Threat Hunting | Windows Active Directory | Risk Management | Cloud Security | Web Application Security | Wireshark | Physical Security | MS365 | Powershell | Intune | Service now | Active Directory | Python | Bash | UpGuard

EDUCATION

Unitech Level 8 Postgraduate Diploma of Applied Technologies-Computing - February 2025 - December 2025

Techtorium NZIIT Level 7 Diploma Cloud Management - February 2023 - December 2023

Techtorium NZIIT Level 6 Diploma Systems Administration - February 2022 - December 2022

Techtorium NZIIT Level 5 Diploma Information Technology Technical Support - February 2021 - December 2021

PROJECTS (CYBERSECURITY & IT)

Project 1: Azure Sentinel (SIEM)

- Used custom PowerShell script to extract metadata from Windows Event Viewer to be forwarded to third-party API to derive geolocation data
- Configured Azure Sentinel (Microsoft's cloud SIEM) workbook to display global attack data (RDP brute force) on a world map according to physical location and magnitude of attacks.

Project 2: Vulnerability Management with Nessus

- Installed and configured Nessus Essentials to perform credentialed vulnerability scans against Windows 10 Hosts
- Implemented Vulnerability Management Function on sandbox networks:
 - Discover, Prioritize, Assess, Report, Remediate, Verify
- Conducted vulnerability assessments with Nessus; remediated vulnerabilities

EXPERIENCE

Company: Fletcher Building

Title: Service Desk Analyst\Security Analyst (After Hours)

11/2023 - Current

- Responding to and resolving diverse IT-related issues and inquiries raised by employees. This involved

troubleshooting hardware and software problems, as well as providing guidance on the use of various applications and systems.

- Used Tenable and Upguard to check vulnerabilities, security posture, and checking any vendor data leaks/Security compliance score
- Liaised with the Head of IT to Decommission unused domains that aren't security compliant
- Remediated any compromised devices on the Fletcher network
- Taking ownership of incidents reported through the service desk system, ensuring timely resolution and escalation when necessary. Collaborating with other IT teams to address complex issues and minimize end-user downtime.
- Responsible for providing support for over 30+ subsidiaries
- Managing the inventory of IT assets, including computers, peripherals, and software licenses. Coordinating with vendors for repairs and ensuring that all software applications are up-to-date.
- Support for MS Office, Office 365, MS Windows XP/7/10 & other Citrix applications.
- Configure & Manage Microsoft Outlook 2013/2016/2019, Office 365
- Remote support through various applications like VNC, R-Admin, Log Me In, Team Viewer
- SCCM remote Deployment
- MS Windows Server Active Directory Administration
- Creating new accounts, mailboxes, distribution groups, security groups, and server troubleshooting
- Spark RCC Telephony
- Solarwinds - IT Management Software and Monitoring Tools
- ITIL Incident Management reporting
- Experienced in Service Now ticketing Software
- Cisco Finesse Communication

Company: Fisher & Paykel Healthcare

01/2023 - 05/2023

Title: ICT Internship

- Level 2 Support
- Working with Autopilot and Microsoft Intune
- Configuring employee's work environment by deploying workstations and laptops to desk
- Procurement of devices and laptops
- Perform imaging and deployment of desktop devices
- Deploy software, packages, and updates as required, utilizing SCCM and related tool sets
- Patching servers
- Troubleshooting hardware issues