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Derrick Butler

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OBJECTIVE

Looking forward to having a lasting and profound effect on the company's IT department. Seeking a position best suited to utilize my organizational skills, customer service experience, and eagerness to learn new technologies.

EDUCATION

2014-2018 Frostburg State University, Frostburg, MD

Bachelor of Science degree in Information Technology.

SKILLS

Systems: Windows 7/10, Linux (Kali/Mint) , Mac

Languages: HTML, CSS, JavaScript, PHP, SQL

Software: Microsoft 365, Solarwinds, Footprints, Nextiva, Active Directory, VMware, GitHub, RDC, SCCM

Databases: MySQL, Oracle

Technical: Networking, Hardware, Virtualization, Software, Printers

Personal: Customer Service, Communication, Troubleshooting, Problem-solving, Collaboration

RELEVANT PROJECT EXAMPLES

Programming- *Spring 2017*

Created web forms using HTML and PHP capable of capturing and storing user inputted data into a MySQL database table, as well as, being able to retrieve, manipulate, and delete data from the tables.

Network Implementation - *Fall 2017*

Final hands-on project required the utilization of virtualization software to configure a network of three host computers to ultimately be managed by a server using Windows Server 2012. This network also included a small website and FTP server to be employed by clients on the network.

EMPLOYMENT EXPERIENCE

January 2019-Present, Raptor Trading Systems, Operations Monitoring Analyst

Ensure all servers are connected and being monitored, monitor system capacity, monitor server performance and detect problems, perform regular server audits, perform daily and hourly server checks, verify daily server tasks have completed, and coordinate communication of severe outages throughout the company.

June 2018 - August 2018, Sandy Spring Bank, Help Desk Intern

Provided necessary assistance during troubleshooting, building or replacing software and hardware in various bank locations. Responsible for the installation and upgrading of software applications, in addition to assisting the Help Desk and working on special projects as assigned. Some of the duties included: onboarding new users, imaging PCs, password resets, releasing quarantined emails, troubleshooting software and hardware issues, and setting up equipment in new bank locations.

CERTIFICATIONS

CompTIA A+ Certified - June 2019

CompTIA Network+ Certified - March 2020

CompTIA Security+ - June 2020

Cisco CCNA (In progress) - Expected date of completion: October 2021