ADAN DEROLUS

Education

University of Massachusetts Boston, Boston, MA   **2022 - 2026**
Bachelor of Science, Information Technology, System Administration Track

> **Relevant course work:** CS110: Python, CS210: Java: Data Structures and algorithms, CS240: C Programing, IT110: Problem Solving, IT116: Python Scripting, IT244: Linux/Unix, IT 230L: SQL, IT240: Web Fluency, IT246: Networking, IT285: Ethics, IT425: Project Management and IT370: Analytics, IT485: Capstone, ITT461: System design and analysis, 428: Information System Security

Professional experience

Canaccord Genuity LLC (Investment Bank), Boston, MA   **2024 - 2025**
IT Infrastructure Intern
- Configured and maintained IT inventory, including computers, peripherals, and software licenses.
- Provided Tier 1 and Tier 2 Service Desk support across the enterprise environment through ticketing, email, phone, and in-person assistance
- Troubleshot IT equipment, end users' computers/software, and network issues.
- Supported users with video conferencing setups, mobile device troubleshooting, and effective IT request triaging.
- Contributed to Agile IT initiatives by assisting with inventory tracking, supporting security assessments, and creating IT documentation
- Hands-on Experience with Active Directory365 Exchange, Microsoft Azure, Microsoft Intune, and Autopilot, for managing IT infrastructure.
- Authored step-by-step documentation for automated email signature deployment used by IT staff across departments.

Roxbury Environmental Empowerment Project (REEP)   **2019 - 2023**
Youth Leader & Support Assistant
- Led youth campaigns addressing environmental issues, enhancing community awareness and involvement.
- Organized events and outreach, fostering partnerships with local groups for greater impact.
- Facilitated virtual collaborations using Zoom, improving community engagement strategies.
- Assisted in technical support during events, ensuring seamless operations and connectivity.
- Supported hybrid meetings by managing AV equipment and contributing to successful workshops.

Projects

System Administration Projects   **2025 - Present**
- Installed, configured, and maintained Windows and Linux systems.
- Set up and maintained DNS servers and email systems.
- Developed and executed shell Scripts for task automation and troubleshooting Windows.
- Configured a Local Area Network (LAN) involving a central server (Ubuntu Server LTS) and multiple virtual machine clients.
- Built, configured, and managed virtualized Windows and Linux environments using VMware and Hyper-V, including DNS setup, user management, and system maintenance tasks
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Programming & Development Projects
- Designed a personal portfolio website using Python, HTML, and CSS, showcasing technical skills and project work.
- Designed and implemented a program for an email signature generator using Python, HTML, JavaScript, CSS, and JSON to standardize company branding across all employee communications.
- Collaborated on the design of a mobile application for UMass Boston's WISER student information system, focusing on usability and system functionality.
- Built and simulated real-world network environments in Cisco Packet Tracer, configuring routers, switches, VLANs, routing protocols, and WAN connections to understand network operation and communication flow.
- Set up and tested core network services such as DHCP, DNS, FTP, Telnet, and email while troubleshooting connectivity issues using tools like Ping and Traceroute to develop strong diagnostic and problem-solving skills.
- Applied network security concepts by implementing ACLs, port security, wireless security settings, and segmentation strategies to protect data and control traffic within simulated enterprise networks.
- Developed and deployed a full-stack e-commerce web platform for custom nail services using Firebase for backend hosting, authentication, and database integration, Stripe for secure payment processing, and HTML, CSS, and JavaScript

for a responsive front-end, delivering a polished solution that streamlined service management and enhanced customer engagement.

Leadership Experience   2024 - Present

- Achievement: At the company's Global Growth Conference, I was able to assist over 100 users and customers with customer support.(Canaccord)

Skills

Programming languages: Python, PowerShell, Java, Linux/Unix, C language, HTML/CSS, SQL, Shell Scripting
Computer software/ frameworks: PEMBOK, Active Directory, Microsoft Azure, Microsoft Intune, SAS, Exchange 365, Tableau, 365 Exchange, ServiceDesk+, Windows, Kali Linux, Virtual environments (VMware, VirtualBox, Hyper-V), Active Directory users and computers (ADUC), AGILE Methodology, MS Excel WireShark,

 Computer Skills: End User/ Client Support, Device Enrollment, Intune enrollment, Ticket Auditing, Distribution list creation, corporate phone setup, Windows Migration, device troubleshooting
Soft Skills: Attention to Detail,
Languages: **English, Haitian Creole**