

Derek Armstrong

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Summary

Full-Stack Developer and Systems Engineer with 10+ years of experience shipping real software and infrastructure solutions. US citizen currently residing in Stockholm with the intent of permanent residence and contributing to Sweden's technology and gaming sectors. I do require work visa sponsorship, but relocation assistance is not necessary.

Skills

- **Languages:** English (Native), Swedish (Beginner/Learning)
- **Programming Languages & Frameworks:** Javascript (Node.js, Vue, React, Express, TypeScript), C# (.NET), Python, SQL, HTML, CSS
- **Back-End & Databases:** Supabase, Directus, PostgreSQL, SQL Server, MySQL, REST APIs
- **Infrastructure & DevOps:** Proxmox, Hyper-V (Virtualization), Docker, Kubernetes (Containers), Linux (Ubuntu/Debian), Windows Server, Cloudflare, GitHub, AWS, GCP, Azure, n8n
- **Graphic Design:** Adobe Creative Cloud (Photoshop, Illustrator, InDesign, Premiere Pro), Figma
- **AI & Agentic LLMs:** Claude Code, GitHub CoPilot, OpenClaw, Antigravity
- **Soft Skills:** Interdisciplinary Leadership, Stakeholder Alignment, Project Management, Technical Support, Solutions Architecture, Cross-Department Collaboration, Personnel Management

Work Experience

Poynter's Business Solutions | Sep 2025 - Jan 2026 | Marietta, Ohio, USA (On-Site)

IT Manager

- Performed pre-sales engineering to build project plans for client hardware upgrades.
- Digitized processes for our sales department, improving their annual business reviews.
- Onboarded and offboarded customers to the company's managed IT solutions platform.
- Quickly and efficiently responded to a customer's cybersecurity situation.
- Designed marketing collateral, including a products and services catalog, multiple fliers, and visual updates to the company's website.
- Consolidated legacy hardware by building virtualization plans for older servers, introducing containers and moving certain services off-site.
- Managed personnel, systems, and assets within the Information Technology department.

Intuitive Data and Technology Products | Jun 2024 - Sep 2025 | Belpre, Ohio, USA
(Hybrid)

Technician & Developer

- Provided help desk and technical support services to employees and our clients.
- Ensured high-quality website development practices by performing QA duties on outgoing projects, noting common issues and updating internal processes to account.
- Owned the development and release of two full-stack business workflow applications (time, mileage, and payroll app for a trucking organization; and a livestock processing workflow app for a local butcher and grocer) using Directus, Node, Express, and React.
- Developed internal project and business management tools using Directus, Node, Express, and React.
- Investigated and implemented basic LLM-enabled workflow improvements using Claude Code and GitHub CoPilot.
- Developed a volunteer time tracking application for a local nonprofit organization using Google AppSheet, then trained the organization's director on iterative improvements.

Paradynamix | Jun 2020 - Dec 2023 | Marietta, Ohio, USA (Hybrid)

IT Director | 2021 - 2023

- Managed the software development lifecycle for web, mobile, and desktop applications.
- Published multiple mobile apps through Apple's App Store and Google Play Store.
- Hired a team of software developers and IT technicians and managed internal KPIs to encourage career growth and the team overall.
- Worked continuously to improve our Managed Services division by staying up-to-date with current security threats, client needs, and opportunities to increase market value.
- Implemented automated testing frameworks using BrowserStack and Sentry.
- Created and maintained a cloud-based business phone system by hosting 3CX on AWS and utilizing Raspberry Pis as session border controllers amongst client networks.
- Developed a boutique, web-based video surveillance system for a pet boarding organization and their clients using existing hardware and self-hosted computer vision using Python, OpenCV, ASP.NET, and Handbrake.
- Built and implemented a FOSS self-hosted alternative to popular cloud services using Proxmox, Docker, Wazuh, TacticalRMM, Duplicati.
- Investigated and implemented basic LLM-enabled workflow improvements using ChatGPT and Claude Code.

Support & Implementation Manager | 2020 - 2021

- Built a Managed Services division for the organization, replacing our breakfix model with proactive cybersecurity, monitoring and management tools such as Acronis, SentinelOne, NinjaOne, and Huntress.
- Worked with vendors and industry partners to increase our buying power and deliver more effective technology solutions to our clients.
- Reviewed client business processes to identify inefficiencies and gaps in their technology workflows, improving their productivity and our own managed services.

- Project management for multiple web, mobile, and desktop line-of-business applications, written using Blazor, Xamarin, ASP.NET, WinForms, and React (MERN).
- Managed cloud-based infrastructure across platforms, including Amazon Web Services (Lightsail, RDS, IAM, Elastic Search), Google Cloud (Kubernetes), and GitLab.

Technician & Developer | 2020

- Provided help desk and support services, and training to employees and our clients.
- Built disaster recovery, cybersecurity, and backoffice technology solutions for our clients.
- Compiled technical documentation for software systems, creating system diagrams, user manuals within Confluence, and tutorial videos for employees and end-users.
- Ensured high-quality website development practices by performing QA duties on outgoing projects, noting common issues and updating internal processes to account.
- Assisted with development of new and existing software projects, primarily written in Node, Express, Vue, and MySQL.
- Adopted legacy Visual Basic/.NET software and worked to upgrade them to more modern C#/.NET, ASP.NET, and cloud-based environments.
- Migrated organizations to and from Microsoft 365, Google Cloud, and on-prem systems.

On The Edge Brands | Jan 2016 - Jun 2020 | Moultrie, Georgia, USA (On-Site)

Full-Stack Developer | 2018 - 2020

- Responsible for design, development, security, and stability for nine e-commerce sites.
- Maintained all infrastructure related to web servers, databases, and load balancers.
- Improved search engine visibility by implementing modern SEO practices in our ASP.NET WebForms / MVC e-commerce websites by utilizing Google Search Console and Bing Webmaster Tools to identify and resolve improper redirects and errors.
- Managed releases for the IT department within TFS (later Azure DevOps).
- Developed SOAP and REST APIs to expose public data to other developers and tools.
- Brought the company into omnichannel commerce by publishing our inventory as product feeds to Google Shopping, Amazon, eBay, Wish, and Walmart.
- Managed the implementation of Cloudflare Enterprise across 90 domains, with a focus on content delivery, vanity domain services, and image optimization algorithms.
- Developed boutique e-commerce websites for successful product lines and categories, including the prepper-oriented subscription box service SHTF Survival.

Production Artist | 2016 - 2018

- Design, editing, and proofing of the BUDK, Kennesaw Cutlery, CH Kadels, True Swords, and United Cutlery catalogs using Adobe InDesign, Illustrator, and Photoshop.
- Design for marketing content used by our websites, email campaigns, newsletters, and other collateral using Adobe Illustrator and Photoshop.
- Introduced workflow improvements to the Creative and Multimedia departments, including a new video production workflow using automations within Adobe Premiere Pro, Audition, Lightroom, and Photoshop.

- Provided help desk support to macOS users within the Creative and Multimedia departments, including onboarding and offboarding of technology assets.
- Developed a digital catalog pagination tool to reduce errors within the Creative and Merchandising departments when designing catalog pages.

IT Business Analyst | 2016

- Worked closely with department leaders to develop automated reports in a C#/NET console application, using data from our Microsoft SQL Server database, Microsoft Dynamics GP, and JDA Ecometry to empower decision makers.
- Converted older reporting tools into modern utilities hosted within our company intranet, developed using ASP.NET WebForms, Microsoft SQL Server, and IIS.
- Provided help desk support to employees and managed computer hardware, including servers, network devices, and office phones.
- Created an automated computer imaging solution with FOG Project, Linux, and PXE to increase IT department efficiency by removing unnecessary downtime.
- Built a digital signage solution using YoDeck and Raspberry Pi single-board computers to communicate messages and metrics through our offices and the warehouse.

Education

Washington State College of Ohio | 2011 | Marietta, Ohio, USA
Interactive Media & Video Game Design

Washington County Career Center | 2008 - 2010 | Marietta, Ohio, USA
Digital Media | Business Professionals of America

Marietta Senior High School | 2006 - 2010 | Marietta, Ohio, USA
High School Diploma | Web Design team