Derek Eason

INFORMATION TECHNOLOGY   DESKTOP SUPPORT   NETWORK ADMINISTRATION

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EDUCATION & COURSES

Bachelor of Science - Business IT Management
Western Governors University
Salt Lake City, UT

Associate of Science - CNIT - Network Security
City College of San Francisco
San Francisco, CA

Relevant Courses
Computer Hardware, Computer Forensics, Firewalls, Ethical Hacking & Network Defense, and Unix/Linux.

CERTIFICATIONS

CompTIA A+
Hardware/Software troubleshooting, Break/Fix, RAID, encryption, QoS, mobile device issues, printers, and security threats and vulnerabilities..

Microsoft Certified Professional (MCP)
Installing and Configuring Windows Server 2012 R2 Create and configure shares and permissions, Windows Deployment Services, Hyper-V, DHCP, DNS, Active Directory, and Group Policy.

Cisco Certified Entry Networking Technician (CCENT)
Network fundaments, OSI and TCP/IP, Subnets, WANs, LANs, VLANs, Port security, and routing protocols.

SKILLS

Desktops, laptops, motherboards, CPU, RAM, video graphic cards, switches, routers, and servers.

Microsoft Windows 7, Windows 8/8.1, Windows 10, and Office Suite.

DHCP, TCP/IP, RIPv2, BGP, OSPF, EIGRP, VPN

Problem solving, troubleshooting, effective communication.

PROFESSIONAL SUMMARY

Microsoft Certified Professional and Cisco Certified Entry Networking Technician who improves operational efficiency through in-depth knowledge of technical support, software and network troubleshooting, and equipment installation. CompTIA A+ certified leader who adapts to changing priorities with sense of urgency and integrity to maintain functionality and data security.

IT SERVICE CENTER TECH - Alameda Health System
Oakland, CA 2018-Pres
Provide support to end users for devices, systems, and applications in a 24/7 multi-campus healthcare setting. Perform timely troubleshooting and ticketing through phone and remote management support.
· Analyze, identify, and resolve problems related to end user devices, systems, and applications.
· Perform user provisioning, deprovisioning, and administration for various systems and applications.
· Participate in providing technical assistance to end users regarding hardware, software, and connectivity issues.
· Monitor IT systems involving security, infrastructure, and interfaces.

IT SUPPORT TECHNICIAN – Contractor
San Francisco Bay Area, CA 2015–2018
Facilitate installation, repairs, upgrades, imaging and preventative maintenance of computers, servers and printers. Research and resolve customer requests by troubleshooting network issues. Train users to operate new systems and equipment.
· Served as lead technician performing restacks and end user support for 220+ in a corporate environment.
· Reduced computer downtime, effectively diagnosing and repairing hardware, network and software issues. Maintain accurate documentation of all installs, moves, adds and changes.
·Basic troubleshooting of Avaya and Cisco phone systems.

TEAM LEADER | United States Army
Worldwide Assignments 2009–2015
Oversaw maintenance for $5M inventory of computers, peripherals, satellites and other equipment. Maintained data security and confidentiality when entering sensitive information into databases. Supervised 7 subordinates and 30 indirect reports.
· Served three annual network integration evaluations, partnering with staff in 14+ countries to provide feeback on computers, satellites and other network devices.
· Verified functionality of system operations, performing regular testing, inspections and preventive maintenance, including troubleshooting and basic repair.   · .