

# Derek A Eason

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Motivated, personable business professional with over five years of experience writing scripts and small programs in Python. A hardworking, pro-active administrator who is highly effective in customer service. An industry certified leader who is skilled in ensuring immediate response to business impacting issues and supporting information technology. A detail- oriented team player with the ability to design, plan, and implement IT strategies that support business goals.

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## Top Skills

- **Technical** – Amazon Web Services (AWS) IAM/VPC/EC2, Microsoft Azure, Windows Server 2012 R2, Linux - RHEL 7+, Windows 10, Active Directory, Group Policy, O365, Hardware, Software, ServiceNow, SolarWinds
- **Languages** – Python, SQL
- **Tools** – Git, Kubernetes, Docker, Ansible
- **Database** – MySQL, PostgreSQL, DynamoDB
- **General** – Problem Solving, Communication, Customer Service, Vulnerability Assessment, Vulnerability Management, Compliance, Risk Management, Risk Mitigation, Incident Response, Critical Thinking

## Education

**Western Governors University**, Salt Lake City, UT

Bachelor of Science, Business Information Technology Management (2018)

## Certifications

AWS Certified SysOps Administrator | Cisco Certified Network Associate (CCNA) | Certified Kubernetes Application Developer (CKAD) | IT Infrastructure Library (ITIL) v4 Foundations

## Work Experience

**Alameda Health System**, Oakland, CA

**IT Service Center Technician**

07/2018-Present

- Provides support for devices, systems, and clinical applications to 5000 end users across a multi-campus healthcare setting.
- Minimizes resolution times by triaging, prioritizing, and troubleshooting end user issues.
- Provisions user and group security access in Active Directory and account setup in O365.
- Generate clear and complete documentation regarding problems addressed, as well as solutions and workarounds, using the ServiceNow ticketing system.

## Project Work

**Managing a Hybrid AWS and on-premises environment with Systems Manager**

2022

Technologies Used: Ubuntu and Windows AMIs, Systems Manager, EC2, VPC

- Setup and configured on-premises and AWS managed servers that run as managed instances within Systems Manager.
- Setup and performed system inventory and patching using Patch Manager.

**Serverless Static Site Hosted in AWS S3 Bucket**

2021

Technologies Used: AWS S3, SAM/CloudFormation, DynamoDB, API, GitHub, CloudFront, CI/CD GitHub Actions

- Serverless static website hosted out of an AWS S3 bucket using SAM/CloudFormation template.
- Updates DynamoDB database visitor table utilizing Lambda function when API Gateway receives successful GET request. Can be viewed on [derekeason.io](https://derekeason.io)