

DEREK A. EASON

System Support | Information Technology | Customer Service



PROFESSIONAL SUMMARY

Detail-oriented and self-motivated IT professional with more than five years of experience supporting technology infrastructure. Strong expertise handling a wide range of technical support tasks with commitment to customer service. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills.



KEY HIGHLIGHTS

- ◆ Knowledge of cloud technologies and cloud infrastructure, including AWS services.
- ◆ Strong academic-based experience in IT functionalities, coupled with my enthusiasm and dedication to achieving success.
- ◆ Earned outstanding marks on performance reviews, with special recognition for teamwork, attention to detail and going “above and beyond” to ensure success of the mission.
- ◆ Willingness to learn and work with new and emerging technologies.
- ◆ Gained working knowledge of networking technologies, routing and switching, and TCP/IP communication protocols through the earning of the CCNA certification.



WORK EXPERIENCE

IT Service Center Technician

Alameda Health System – Oakland, CA | 2018 – Present

- ◆ **Provide remote support to 5000 end users for devices, systems, and clinical applications** in a 24/7 multi-campus healthcare setting.
- ◆ **Diminish interruptions and response times** by evaluating, prioritizing, and troubleshooting end-user issues, escalating when necessary to ensure a timely and accurate resolution.
- ◆ **Provision user and group security access** in Active Directory as well as basic account setup in O365.
- ◆ **Generate clear and complete documentation** regarding problems addressed, as well as solutions and workarounds, using the Solarwinds ticketing system.

Desktop Support Specialist

Various Contracts – San Francisco Bay Area, CA | 2015 – 2018

- ◆ **Facilitated installation, repairs, upgrades, imaging, builds, and preventive maintenance** on client devices.
- ◆ **Developed and trained current and new technicians** in new and current processes.
- ◆ **Led team** of seven in completing company restack and equipment refresh project.

Surveyor Section Chief

United States Army – Worldwide Assignments | 2009 – 2015

- ◆ **Provided leadership, management and direction** to staff operating and using a wide range of equipment for surveying unit.
- ◆ **Ensured proficiency in the latest mission-critical equipment and systems** by managing, supervising and coordinating team training.
- ◆ **Provided feedback on computers, satellites and other network devices** while serving three annual network integration evaluations.



CONTACT

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EDUCATION

Bachelor of Science in Business - Information Technology Management

Western Governors University – Salt Lake City, UT



CERTIFICATIONS

AWS Certified SysOps Administrator
CCNA
ITIL v4 Foundations
CKAD
Azure Administrator – in progress



KEY SKILLS

- ◆ Team Leadership
- ◆ Networking services
- ◆ Analytical and Technical skills
- ◆ Python Scripting
- ◆ Organizational and time management skills
- ◆ Attention to detail
- ◆ Customer Service
- ◆ Troubleshooting and Problem-solving abilities
- ◆ Work Prioritization and Multitasking
- ◆ Productivity Improvement
- ◆ Teamwork
- ◆ Deadline orientation
- ◆ Excellent Written and verbal communication skills
- ◆ Creative thinking