DEREK A. EASON

System Administration | Information Technology | Cloud Technologies

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 drive project goals
- Willingness to learn and work with new and emerging technologies

WORK EXPERIENCE

IT Service Center Technician
Alameda Health System – Oakland, CA | *2018 – Present*

- **Provide remote support to 5000+ end users for devices, systems, and applications** in a 24/7 multi-campus healthcare setting
- **Minimize interruptions and response times** by evaluating and prioritizing end-user issues and escalating when necessary to ensure timely resolution in a Windows 7/10 environment
- **Increase organization efficiency** by diagnosing and triaging technical problems
- **Configure security or access permissions** for groups and individuals in Active Directory
- **Maintains documentation of problems and workarounds** in company ticketing system

Desktop Support Specialist
Strategic Systems, Go2IT Group – San Francisco Bay Area, CA | *2015 – 2018*

- **Researched and resolved customer requests** by troubleshooting network issues
- **Developed and trained current and new technicians** in current and new processes
- **Performed restacks and end user support for 220+** in a Windows 7 environment
- **Reduced downtime** by diagnosing and repairing hardware, network and software issues
- **Preserved the integrity and security of data, reports and access** by implementing company policies, technical procedures and standards

Section Sergeant
United States Army – Worldwide Assignments | *2009 – 2015*

- **Oversaw maintenance for $5M inventory of computers,** peripherals and other equipment
- **Supervised 7 subordinates** and 30 indirect reports
- **Provided feedback on computers, satellites and other network devices** while serving three annual network integration evaluations, **partnering with staff in 14+ countries**
- **Ensured proficiency in the latest mission-critical equipment and systems** by managing, supervising and coordinating team training

PERSONAL PROJECTS

Cloud Resume Challenge – www.derekeason.io
Serverless website hosted on AWS. The site is styled with HTML and CSS for the frontend; Python for the backend. The project uses multiple AWS resources, including: **S3**, **DynamoDB, CloudFormation, CloudFront, API Gateway**, and a **Lambda** function. **CI/CD** powered by GitHub Actions.

CONTACT

Smyrna, GA 30126

(912) 401-7611

derek@derekeason.io

www.LinkedIn.com/in/derekeason

KEY SKILLS

- Team Leadership
- Cloud Technologies and Infrastructure
- AWS Setup and Architecture
- Networking services
- End to End Cloud Solution
- Analytical and Technical skills
- Scripting
- Organizational and time management skills
- Attention to detail
- Customer Service
- Quality Assurance
- Troubleshooting and Problem-solving abilities
- Work Prioritization and Multitasking
- Productivity Improvement
- Teamwork
- Deadline orientation
- Excellent Written and verbal communication skills
- Creative thinking

EDUCATION

Bachelor of Science in Business - Information Technology Management

Western Governors University – Salt Lake City, UT

CERTIFICATIONS

AWS Certified SysOps Administrator
ITIL v4 Foundations
Certified Kubernetes Application Developer (CKAD)
MCP: Windows Server 2012 R2 Certified
CCENT Certified
Red Hat Certified System Administrator (RHCSA) – in progress