

Derek Eason

Smyrna, GA 30126 | (912) 401-7611 | derek@derekeason.io | www.Linkedin.com/in/derekeason

INFORMATION TECHNOLOGY - DESKTOP SUPPORT - SYSTEM SUPPORT - CUSTOMER SUPPORT

CCNA Certified ■ AWS SysOps Administrator Certified ■ CKAD Certified ■ ITIL v4 Foundations Certified

Information technology professional who improves operational efficiency through in-depth knowledge of technical support, application troubleshooting and equipment installation. Leader who adapts to changing priorities with sense of urgency and integrity to maintain functionality and data security. Natural problem solver and intuitive troubleshooter who collaborates with diverse groups to deliver technology solutions that reduce downtime without compromising quality, customer service or productivity.

Working Knowledge: Network Administration | Hardware and Software Installation | Active Directory
RHEL | Windows OS | Routing and Switching | IP Networking | Python Scripting | Kubernetes | Ansible

EDUCATION

Western Governors University – Salt Lake City, UT
Bachelor of Science in Business - Information Technology Management

PROFESSIONAL EXPERIENCE

IT SERVICE CENTER TECHNICIAN | Alameda Health System – Oakland, CA

2018–Pres

Administer remote support to more than 5000 end users for devices, systems and clinical applications (Soarian Clinicals, Wellsoft, Meditech and Epic) within a 24/7 multi-campus healthcare setting. Work with individuals from different teams to ensure that any patient safety issues are immediately addressed.

- Diminish interruptions and response times by evaluating, prioritizing, and troubleshooting end-user issues, escalating when necessary to ensure timely and accurate resolution in a Windows environment.
- Enhance organization efficiency by diagnosing and triaging technical problems, and provision security and access permissions for groups and individuals within Active Directory.
- Generate clear and complete documentation regarding problems addressed, as well as solutions and workarounds, using the company ticketing system.

DESKTOP SUPPORT SPECIALIST | Various Contracts – San Francisco Bay Area, CA

2015–2018

Facilitated installation, repairs, upgrades, imaging, builds and preventative maintenance of client computers, servers, and printers. Researched and resolved customer requests by troubleshooting hardware and application issues.

- Led a team of seven techs in completing company restack and equipment refresh project. Trained users to operate new systems and equipment.
- Performed system backups, archiving and disaster recovery support.

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.

- Trained staff on organizational- and operator-level preventive maintenance, system operations, troubleshooting, and basic repair of mission-critical equipment.
- Supervised, planned, coordinated, and managed the overall training and preparedness of the team in support of divisional and organizational goals.