

Derek A Eason

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Motivated, personable business professional with over five years of experience writing scripts and 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.

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, Terraform
- **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.
- Creates clear and complete knowledge article solutions and ticket documentation to improve first call resolution rates.

Project Work

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's table utilizing Lambda function when API Gateway receives successful GET request. Can be viewed on derekeason.io

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

2021

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.