

# 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](http://www.derekeason.io)

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



## CONTACT

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## 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