DEREK A. EASON

Aspiring Cloud Engineer **|** Information Technology **|** Customer Service

PROFESSIONAL SUMMARY

Detail-oriented and innovative information technology professional with more than 5 years of experience in designing and developing complex IT solutions. Strong background implementing technologies and enterprise systems that facilitate business processes and strategic objectives. Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues. Strong expertise handling a wide range of technical support tasks with commitment to customer service. A technology enthusiast with demonstrated passion for infrastructure as code, continuous improvement, and a "can do" attitude.

KEY HIGHLIGHTS

- Knowledge of cloud technologies and cloud infrastructure, including AWS services
- Understanding of software development, engineering, programming languages and tools with ability to work with Agile methodologies
- 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 support to end users for devices, systems, and applications** in a 24/7 multi-campus healthcare setting
- **Minimize interruptions and maximize response times** by demonstrating strong organizational skills through evaluating and prioritizing end-user issues
- **Increase organization efficiency** by diagnosing and troubleshooting technical problems
- **Ensured network, system and data availability and integrity** through preventative measures
- **Maintain clarity in processes, and deliver results to our customers** by encouraging teamwork

IT Support Technician

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 new and current processes
- **Performed restacks and end user support for 220+** in a corporate 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

CONTACT

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KEY SKILLS

- Team Leadership
- Cloud Technologies and Infrastructure
- AWS Setup and Architecture
- Software Engineering
- Networking services
- End to End Cloud Solution
- Analytical and Technical skills
- Scripting
- Organizational and time management skills
- Attention to details
- 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
CompTIA A+ Certified
MCP: Windows Server 2012 R2 Certified
CCENT Certified