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Derek Held

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There is nothing that I enjoy more in my work than making a positive impact on an organization. I work very hard to stay on top of ever evolving technology and changes in best practices. I am big on teamwork and communication because I know what happens when that process breaks down. I have developed many skills working in IT and here are a few:

- Managing projects by balancing risks and resources.
- Performing scripting in Python, Bash, PowerShell, Ruby, and others to automate workflow.
- Forming positive relationships with IT customers to help achieve shared goals.

- Securing environments by constantly pursuing best practices.
- Applying automation to workflows to simplify management of IT resources.
- Continuous learning and striving to stay on top of technology which endlessly evolves.

Certifications

- CompTIA Security+ (SY0-401)

Professional Experience

IT Administrator   June 2016 – Present
IOActive Inc

- Migrated email infrastructure from Exchange 2007 to Exchange 2016.
- Deployed all new Windows infrastructure with Server 2016.
- Spec'd and configured ESXi hosts to replacing aging infrastructure.
- Completely reconfigured Juniper firewalls to improve security and provide better updatability.
- Regularly patch servers and appliances in accordance with patching policies.
- Assist all employees at the company with technical issues, from the marketing team to executives.
- Manage projects through the entire lifecycle, from proposal through completion.
- Drove implementation of DKIM and DMARC, including the work to obtain DMARC alignment.
- Conduct the IT onboarding process for new employees, including prepping equipment and training.

Help Desk & Systems Administrator   January 2015 – June 2016
Diamond Marketing Solutions

- Implemented a ground up deployment of Ansible for application and configuration management.
- Lead the successful migration from Windows Server 2003 to Windows Server 2008 R2 Core.
- Automated weekly software deployment process in Windows systems using PowerShell.
- Performed routine deployments of all new systems from Xen hosts to Windows Server Core.
- Developed and received approval for project proposals provided to executive staff.
- Managed the entire project for the Fortinet firewall deployment for the west coast locations.
- Assisted developers in improving in house software processes from the systems perspective.

IT Specialist 2   December 2013 – January 2015
Washington State University College of Education

- Successfully deployed Checkpoint firewall as the first "Next Gen" firewall for the department to protect servers.
- Developed streamlined SharePoint solution that made equipment management faster and easier.
- Regularly maintain and support classroom IT systems, including labs.
- Implemented ELK stack for log collection and review.
- Support faculty, staff, and students with technical issues.

IT Security Technician 1   January 2013 – December 2013
Washington State University IT Security Office

- Rebuilt security logging infrastructure from the ground up which provided a massively simplified architecture with greatly increased capacity at minimal cost.
- Performed incident response duties that required coordinating with departments across campus.
- Created forensic "go disks" that automated the collection of forensic data during the incident response process.
- Wrote policies for audit log collection based around NIST 800-53 that were integrated into new security policy.

Other Experience   **Education**

IT Technician 1   **Management Information Systems**
Washington State University CAHNRS   Washington State University
August 2012 – December 2012   Expected Graduation: December 2018

IT Security Intern
Washington State University
May 2012 – August 2012

Tech 1
Washington State University
August 2011 – May 2012