

# Devin S. Beer

## Senior IT Support Analyst

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Aspiring Systems Administrator with a B.S. in Information Technology and Security. Skilled in small business network installation and configuration. Eager to leverage my technical knowledge and networking skill set to contribute to a secure business environment.

### SKILLS

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**Operating Systems:** Windows 11, Windows Server 2022, MacOS 15, Ubuntu 24.04, Cisco IOS

**Network Hardware:** Cisco, Ubiquiti

**Scripting Languages:** Python, Bash, PowerShell

**Management Tools:** Active Directory, Intune, Jamf, Maximo, N-able

### EXPERIENCE

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#### IT Support Analyst

Van Andel Research Institute

*July 2024 – Present*

*Grand Rapids, MI*

- Provided on-site support for 500+ Windows, MacOS, and Ubuntu devices.
- Resolved an average of 50+ support ticket requests per month.
- Developed Bash scripts to reduce Ubuntu provisioning time by 15%.

#### Field Network Technician

Shoreline Register Systems

*April 2024 – July 2024*

*Muskegon, MI*

- Resolved an average of 3 billable on-site ticket requests per day.
- Installed and configured hardware and VLANs for 5+ Ubiquiti small business networks.
- Deployed, configured, and maintained 50+ point-of-sale endpoints.

### EDUCATION

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#### Bachelor of Science (B.S.)

Information Technology and Security

Baker College

### CERTIFICATIONS

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**Active:** A+, Security+

**In-Progress:** CCNA