Dylan K. Helpling

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System Engineer

- Innovative, dedicated, and results-oriented Systems Engineering Professional able to leverage extensive experience that includes strategic planning, project / program management, operations, systems support, multi-faceted system integration, and technical troubleshooting.

- Expertise in managing all logistics of project lifecycles and driving projects that increase organizational effectiveness, improve system performance, enhance business results, and boost operational output.

TECHNICAL PROFICIENCIES

Programming Languages:	*Operating Systems:*	*Soft Skills:*
Python	*Windows Server 2003 / 2003 R2*	*Experienced remote administrator*
Javascript	*Windows Server 2008 / 2008 R2*	*Client Interaction*
Java	*Windows Server 2012 / 2012 R2*	*Project Management*
HTML/CSS	*Windows Server 2016*	*Documentation*
	Red Hat Enterprise Linux	*Mentoring*

Networking Skills:	*Software Skills:*	*Organizational Skills:*
Wireshark	*Apache*	*RoyalTS*
Cisco Networking	*Microsoft IIS*	*Wiki Guides*
DNS Server	*IBM Websphere*	*OneNote*
ACL/NAT	*Visual Studio Code*	*Github*

EDUCATION

Ball State University, BS in Computer Technology, May 2015   *3.37GPA*
Ball State University, Minor in Computer Security and Business Administration

CAREER PROGRESSION & ACHIVEMENTS

Cerner Corporation   August 2015 – Current
Systems Engineer   Kansas City, MO

Software:	Software Continued:	Soft Skills:
Windows Server 2008 R2	RHEL 6.8, Websphere, Citrix,	Team training, Client interaction
Windows Server 2012 R2	VMware, RoyalTS	

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- *Responsible for the installation of new systems within the client's infrastructure.*
- *Handled weekly calls with the client to update on status towards their roadmap.*
- *Performed improvements in monitoring to increase system stability for the client.*
- *Provided detailed work plans for ongoing projects and installations.*
- *Created, maintained, and monitored remote cloud services for end users.*
- *Maintained 40+ Citrix servers using a master image to increase efficiency and availability.*
- *Transferred technical knowledge to other associates via documentation.*
- *Engaged in extra projects designed to increase stability, reliability, monitoring and/or availability.*
- *Support the infrastructure for client teams in aspects of windows servers, active directory, DNS, failover clustering, and VMware virtualization for production and test environments.*

Ball State University   August 2013 – May 2014
Resident Assistant   Muncie, IN

Systems: Everyday computer use	Software: Microsoft Excel Microsoft Project, Kronos	Soft Skills: Public Speaking Conflict Mediation

- *Assisted college students in academic and social growth*
- *Utilized organizational and public speaking skills to create and present hall programs*
- *Utilized problem-solving skills to help mediate or resolve conflicts between students*
- *Mentored new employees in responsibilities and requirements of being a Resident Assistant.*