

Dwight Mills

Elmwood Park, NJ

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PROFESSIONAL SUMMARY

Information systems professional with great critical thinking and problem-solving skills. Experienced in building and managing client relationships and dealing with complex solutions.

EDUCATION

New Jersey Institute of Technology

Newark,
July 2022

Cybersecurity Professional Certificate

Direct-training defensive cybersecurity program that covers fundamental networking, cloud, Windows, and Linux security, as well as cyberinfrastructure technologies, incident response, and digital forensics.

Rutgers the State University of New Jersey

Newark, NJ

June 2018

Bachelor of Science (Management Information System)

TECHNICAL SKILLS

- **Technologies & Tools:** Wireshark, PyCharm, Splunk, ServiceNow, Power Automate, IIS
- **Programming & Scripting:** Python
- **Databases:** Microsoft SQL Server, PL/SQL
- **Operating Systems:** Windows 10, Windows Server 2016, Kali Linux, Ubuntu, Debian
- **Windows Security & Administration:** Active Directory, Group Policy, DNS, DHCP, Shares & Permissions, Disk Management, Microsoft Endpoint Security, Microsoft Authentication, Security Policies, PowerShell
- **Cloud & Virtualization:** AWS, Cloud Security, Advanced Cloud Security, Virtualization & Containers
- **Cybersecurity & Networking:** Microsoft Security, Network Security, Linux Security, Cloud Security, Ethical Hacking, DFIR (Digital Forensics and Incident Response), Cyber Technologies, Computer Networking

CERTIFICATIONS

CompTIA Security+ (September 2022)

EXPERIENCE | NJIT

Domain Troubleshooting

November 2021

Scope: Initiated steps to troubleshoot improper file system and share permissions. Including permission filters, Windows's Firewall, AppLocker, Bit locker in Microsoft Active Directory environment.

- Set up security policies such as passwords, auditing and lockdown on windows server and client operating systems by using group policy object (GPO) to harden security

AWS Cloud Projects (Hands-On Experience)

- Deployed a 3-tier web app using EC2, RDS, and Load Balancer.
- Designed secure VPC with public/private subnets, route tables, and NAT gateway.
- Configured EC2 auto scaling and health checks for high availability.
- Set up IAM users, roles, and policies with least privilege and MFA.
- Enabled CloudTrail for activity logging and auditing.
- Created S3 buckets with versioning, encryption, and lifecycle rules.
- Deployed CloudWatch alarms/dashboards and SNS alerts for monitoring.
- Automated provisioning with CloudFormation and Bash scripting.
- Analyzed costs with AWS Cost Explorer and applied rightsizing.

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PROFESSIONAL EXPERIENCE

IT Services Administrator

Fiserv – Berkley Heights, NJ

June 2023 – Present

- Managed and configured IIS web servers and application settings (e.g., web.config) to ensure stable deployments, optimized performance, and environment-specific configurations.
- Developed automation scripts using PowerShell and Task Scheduler (with tools like Move Me) to streamline routine tasks, reducing manual overhead and improving reliability.
- Performed on-call rotation support and conducted system maintenance during upgrades, go-lives, and critical production events to ensure minimal downtime and rapid issue resolution.
- Queried and maintained databases using PL/SQL and Microsoft SQL Server, supporting reporting, troubleshooting, and application performance tuning.
- Provisioned and configured new Windows servers and maintained load-balanced applications, supporting high availability and scalable infrastructure environments.
- Leveraged ServiceNow to track, manage, and resolve IT service requests, collaborating with development, network, product, and project teams to support daily operations.
- Utilized monitoring tools such as Splunk, Dynatrace, and Moog soft to proactively detect, investigate, and resolve application and infrastructure issues.

Cloud Support Associate (Microsoft Azure)

Bio Reference Laboratories – Elmwood Park, NJ

June 2022 – June 2023

- Provided technical and administration support for enterprise platforms including Microsoft Dynamics 365, SharePoint, and Teams, ensuring high availability and optimal system performance across departments.
- Configured and managed Azure Multi-Factor Authentication (MFA) to enhance identity security across enterprise accounts and mobile devices.
- Administered Azure Active Directory (AAD), including user provisioning, group management, and synchronization with on-premise directories.
- Enforced security compliance by managing mobile device access policies and integrating devices with Microsoft Intune and Azure AD.
- Assigned and audited role-based access control (RBAC) permissions to ensure appropriate levels of access across cloud resources and applications.
- Supported end users and IT staff by troubleshooting authentication issues, resetting MFA tokens, and maintaining identity governance best practices.

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IT Support Specialist (Product Management)

October 2020 – June 2022

Bio Reference Laboratories – Elmwood Park, NJ

Oversaw end-to-end management of support and feature request tickets, leveraging data insights to identify recurring issues and prioritize product improvements.

- Facilitated cross-functional training sessions to drive successful onboarding, tool adoption, and alignment with evolving business processes.
- Coordinated the planning and deployment of software updates, balancing stakeholder needs, compliance requirements, and business continuity.
- Conducted comprehensive analysis and documentation of workflows to uncover inefficiencies and inform process redesign and system optimization.
- Collaborated with stakeholders across departments to gather requirements, define project scope, and ensure timely delivery of high-impact initiatives.

The Valley Hospital, Ridgewood NJ

January 2020 – October 2020

Information Systems Technician

- Provided desktop and remote support for hardware, software, and network issues, including LAN/WAN connectivity, using remote tools to assist local and offsite users.
- Resolved helpdesk tickets efficiently, including password resets, domain login issues, Outlook configuration, and clinical application troubleshooting.
- Installed, configured, and actively supported desktop environments with core applications including Microsoft Office, GroupWise, Meditech, and Epic, leveraging hands-on experience to troubleshoot clinical workflows and ensure seamless operations for healthcare staff
- Performed diagnostics, repairs, and maintenance on PC hardware, servers, printers, and peripherals to ensure optimal performance.
- Analyzed ticketing system trends to support IT planning and conducted system performance monitoring and testing to maintain peak desktop functionality.

ADDITIONAL TRAINING OR EXTRA-CURRICULAR ACTIVITIES