

# ETHAN CASSATT

## IT SPECIALIST

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### PROFESSIONAL OVERVIEW

Highly motivated cybersecurity professional with nearly a year of practical experience dedicated to protecting digital assets from emerging threats. Backed by a solid foundation of 4+ years of relevant IT experience, adept at navigating complex IT environments and understanding the intricacies of system architecture. Continuously expanding knowledge and honing skills to stay ahead of evolving cyber threats and industry best practices.

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### WORK EXPERIENCE

**Optima Medical** | IT Specialist Jun 2024 - Current

- Manage and maintain confidentiality of medical documentation, adhering to HIPAA standards and ensuring data security.
- Utilize ticketing systems to efficiently manage and resolve technical issues reported by staff.
- Adhere to Service Level Agreements to prioritize and resolve incidents within established timelines.
- Manage staff accounts and operational workflows using Azure, Intune, Entra, Citrix, VMware, eCW, RingCentral, and other service providers ensuring data security and compliance.

**Airpark Signs & Graphics** | Jr. System Administrator Jun 2023 - May 2024

- Engineered and fine-tuned computer systems to optimal specifications and assisted in the installation and administration of various enterprise applications, catalyzing workflow improvements of up to 200%.
- Conducted thorough risk assessments and implemented robust security measures for VMware environments and VPN configurations, ensuring compliance with industry regulations and safeguarding sensitive data.
- Implemented and maintained comprehensive backup, RAID, and disaster recovery solutions, ensuring system redundancy, business continuity, and data integrity across critical systems.

**Fry's Electronics** | IT Technician II Nov 2018 - Oct 2020

- Delivered exceptional customer service, communicating complex technical information in a clear and understandable manner to ensure customer satisfaction and repeat business.
  - Created and maintained detailed documentation of technical procedures, troubleshooting steps, and IT support processes, ensuring accessible and comprehensive resources for the IT team and enhancing knowledge transfer and consistency in problem resolution.
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### EDUCATION

Scottsdale Community College | AAS in Cybersecurity Graduated 2023  
Certification: CompTIA Security+ CE Achieved 2022

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### SKILLS

Systems Administration	Documentation	Customer Service	Linux OS
Virtual Machines	Troubleshooting	Windows Server	Active Directory