

Resume for



Dominic Brown

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Professional Summary

Results-driven IT Systems Administrator & Security Professional with CompTIA Security+ certification and 6+ years of experience in systems operations, IT support, POS engineering, and cybersecurity. Proven ability to analyze and secure IT infrastructures, manage enterprise systems, and optimize database performance. Strong background in SQL, scripting automation, network security, endpoint management, and IT infrastructure.

Technical Skills

Languages: Python, SQL, Bash, JavaScript, HTML/CSS

Framework & Tools: Flutter, React Native, Docker, Git

Cloud & Infrastructure: AWS, Azure, Cradlepoint, Cybera

APIs: Splunk

AI/ML Tools: TensorFlow, PowerBI, Scikit-Learn

Education & Certifications

Bachelor of Science in Information Technology (Expected August 2025) – Florida State College, Jacksonville, FL

Associate of Science in Computer Applications – American Military University, Charlestown, WV (April 2020)

CompTIA Security+ | CompTIA Network+ | CompTIA A+ Microsoft MTA | ITIL

Professional Experience

First Coast Energy | Jacksonville, FL | August 2024 – Present

POS Engineer | Help Desk Technician | Systems Analyst

Managed payment system operations and troubleshooting across a regional network of Shell branded retail stores.

- Supported NCR and Verifone POS systems, self-checkout devices, and site-wide networking tools (Cybera, Cradlepoint).
- Created automation scripts for diagnostics and XML/CSS/HTML interface customization.

- Maintained inventory and coordinated with marketing for transaction data reporting and analytics.
- Ensured security protocols and PCI compliance across retail infrastructure.

FIS | Jacksonville, FL | December 2022 – March 2024

Systems Operations Analyst I

Provided real time analytics for fraud detection and transaction monitoring at one of the largest global fintech firms.

- Used SQL and Splunk to investigate transaction irregularities and generate actionable reports.
- Supported internal data tools and contributed to projects integrating fintech services across client portfolios.

St. Johns County School District | St. Augustine, FL | July 2019 – December 2022

Technology Support Specialist

Oversaw network systems, device security, and user support for an enterprise-level K–12 environment.

- Managed VLANs, Active Directory, and MDM for hundreds of devices.
- Implemented support processes that reduced ticket backlog and increased device uptime.

United States Army | Fort Bliss, TX & Fort Benning, GA | May 2012 – June 2018

Squad Leader & IT Specialist

Directed technical operations, secure communications, and leadership training for a 27-person unit in high-stakes environments.

- Managed, trained, and supervised 27 personnel, ensuring operational readiness and adherence to security protocols.
- Trained soldiers in military IT systems, electronic security procedures, and mobility technology use.