

# Dalton Wood

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## TECHNICAL SKILLS

Programming Languages: Typescript, JavaScript, Python  
Certifications: Sec+, Net+, A+, AWS Cloud Practitioner

Operating Systems: Windows, iOS, Linux (Basic CLI)  
Web Design: HTML, SCSS, Angular v20

## EDUCATION

### Bachelor of Science: Software Engineering

Currently Enrolled

Western Governors University | Salt Lake City, UT

### Technical Diploma: Information Technology and Infrastructure Management

Dec. 2021

Tennessee College of Applied Technology | Murfreesboro, TN

## SOFTWARE DEVELOPMENT EXPERIENCE

### Software Engineering Student, Western Governors University

May 2024 – Present

- Developing responsive Angular web applications
- integrating modern design plugins like Material and GSAP for improved UI design
- Building full-stack web applications using Google Firebase for role-based access controls and real-time data synchronization
- Using SQL to query relational databases
- Applying Agile methodologies to manage development workflows
- Using various Git-based version control platforms
- Studying optimized data structures and algorithms in Python to improve space and time efficiency
- Authored clear technical documentation and practiced ethical software design

## IT ADMINISTRATION EXPERIENCE

### Technical Support, August Bioservices, Nashville, TN

Jan. 2023 – Mar. 2024

- Lead the implementation of software-controlled laboratory instrumentation for pharmaceutical manufacturing
- Lead instrument installation and validation by coordinating multiple department leaders and third-party vendors
- Administered Cisco dominant Campus Area Network for pharmaceutical manufacturing equipment, scientific instrumentation, and other endpoints
- Customized and deployed Windows images to standardize and automate equipment preparation
- Automated the employee onboarding process with available Microsoft tools (Forms, Power Automate, PowerShell)

### Jr Network Administrator, Wiser Consultants, Murfreesboro, TN

June 2022 – Jan. 2023

- Configured and installed new network equipment (e.g., firewalls, switches, access points, cameras) for 3 locations
- Edited routes and policies to ensure the correct functionality of new equipment and services
- Resolved 2-3 service tickets (remote and walk-up) issues daily and served as a point of escalation for support technicians
- Monitored VPN configurations to ensure appropriate site-to-site WAN communication
- Deployed software and configurations to 200+ virtual endpoints via Group Policy

### Support Technician, Legility, Nashville, TN

June 2021 – June 2022

- Remotely diagnosed issues relating to network connectivity, share access, remote desktops, and hardware failure
- Resolved 5-10 level 1 issues and gathered context for issues that need to be escalated
- Regularly managed hardware and software distribution for contractor onboarding for 200+ users
- Performed basic datacenter tasks like toning ports, terminating CAT5E, and drive swaps • Created basic PowerShell scripts for Active Directory and O365 administration

## **MILITARY EXPERIENCE**

Non-Commissioned Officer, US Army

2014 – 2019

- Provided leadership and guidance to at least twenty-five direct reports and peers while maintaining open and professional communication with supervisors
- Performed background investigation and biometric screening of 30+ individuals in cooperation with intelligence personnel and interpreters
- Maintained a network of informants to extract intelligence on attacks and intended targets, shifts in local climate, and suspected insider threats
- Built and secured checkpoints at three different remote facilities during operations overseas
- Conducted reconnaissance, surveillance, and long-range engagements while communicating detailed intelligence requirements to supervisors
- Created, distributed, and presented manuals, visual aids, and other educational materials
- Maintained, operated, and trained soldiers on more than 8 different weapon systems
- Conducted daily personnel and vehicle searches to deter and apprehend unauthorized personnel or materials in sensitive operational environments