

Andrew Parker

IT Support Specialist

Salt Lake City, UT, 84106
(435) 225-9627
acp6454@gmail.com

EXPERIENCE

Deer Valley Resort, Park City — Tier 3 IT Support Specialist

September 2024 - PRESENT

Tier 3 IT support for enterprise environment at a large ski resort

- Vulnerability remediation, patch management, and device hardening
- Server and network maintenance including DHCP, DNS, Cisco switch config
- Advanced troubleshooting and incident triage
- GPO management, domain access policy enforcement
- Endpoint protection and remote access tool support

Unisys, Salt Lake City — Help Desk / Triage

March 2024 - September 2024

Tier 2 help desk for Unisys and AAA account

- Troubleshooting software, network, hardware
- Active directory account and device management
- Windows and O365 support
- Wide range of application support

TechnoJargon LLC, Salt Lake City — Owner

January 2022 - PRESENT

IT consultant for small business in Salt Lake area. Part time during college.

- Technical Support for multiple small businesses
- Web development - HTML CSS
- Application Support - Office 365, Google Workspace
- Networking - DHCP, DNS, structured cabling
- Patch management, Windows updates, firmware updates

EDUCATION & CERTIFICATES

CompTIA / Security+ ce Certification

February 2024

University of Utah / Bachelors of Science in Biology

December 2023

David Eccles School of Business / Business Administration Minor

December 2023, University of Utah

SKILLS

Windows Server & Linux

Active Directory, GPO, Intune

Patch & Vulnerability
Management

Networking
(DNS,DHCP,VLANs)

Powershell & Bash

SIEM, EDR, IPS/IDS

Homelab

Virtualization with ProxMox,
and docker

Networking experience with
VLANs, trunking, and Cisco
switching

Remote Access Control with
CloudFlare ZeroTrust

Self-Hosted apps deployment
and management

System Hardening, patching,
and backups

Self Hosted SOC to practice
SIEM skills

LANGUAGES

Python, Powershell, Bash

