

Dylan Davis

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[Covington, WA](#)

About Me

Results-driven Systems Admin using a wide range of knowledge to solve novel problems and drive more efficient automation. With more than ten years of information tech experience, I use my expertise in networking, server administration, and cybersecurity to proactively tackle issues before they become problems. I excel in communicating with both technical and layman stakeholders to achieve solutions. I'm looking to further grow my skills and work in person, hybrid, or remotely. I am currently working towards getting AWS and CCNA certifications.

Experience

Systems Administrator & Programmer

Computer Systems, INC | Fishers, IN - Aug 2020 – Dec 2023

- Designed dashboards using SQL and C# to gather hardware and software data from remote servers to preemptively find issues before becoming problems.
- Overhauled internal processes and designed software using C# to automate data and image conversion projects, improving this revenue stream by 50%.
- Performed vulnerability scans on company equipment and implemented plans to fix security vulnerabilities to meet industry standards with CVEs.
- Implemented remote access for company staff to work remotely while retaining secure access to systems.
- Worked with partner vendors to improve reliability and maintenance costs of data transfer services by converting legacy programs to more efficient protocols using AWS cloud storage.

Information Technology Systems Specialist

Computer Systems, INC | Fishers, IN - Apr 2017 -Aug 2020

- Solved long-standing issues using multidisciplinary knowledge of hardware, company software, programming, and operating systems, reducing company ticket load by 10%.
- Assisted with planning and migrating to a modern Active Directory structure, allowing for easier maintenance and more secure access to network resources.
- Performed data and disaster recovery using cloud and tape backups, restoring services to customers within 24 hours with a 100% success rate.
- Installed, configured, and maintained company equipment, including firewalls, managed switches, VMWare hosts, Red Hat Enterprise servers, and PBX systems.

Information Technology Helpdesk Technician

Computer Systems, INC | Fishers, IN – Nov 2013 – Apr 2017

- Automated routine and error prone tasks with shell scripting, eliminating 5% of recurring ticket load.
- Coordinated over 100 bare metal and virtual server migrations for customers, working alongside programmers to minimize average downtime to 2 hours.
- Created documentation to allow customer support team to resolve low-level IT tasks, reducing the amount of people and time needed to resolve several ticket categories.
- Repaired out-of-warranty printers and scanners, extending life of products to cut costs and reduce downtime.
- Resolved nearly 3500 customer tickets within a 2 hour response time ranging from printing, hardware, software, operating system, and server issues.

Certifications and Education

Comptia CySA+

Issued 05/2023 - FVMVZ22X18LLVRWX

Comptia Security+

Issued 05/2015 - XPD6M9VG2L442EJF

Comptia Network+

Issued 05/2012 - CCC2SWLCRPQECXJX

Comptia A+

Issued 04/2009 - RY1BXGLKZL4EQGYF

Indiana State University | Bachelor's Degree in Information Technology

Graduated 05/2013