Ayden Delk

Email: Ayden@aydendelk.com | Phone: (941) 203-0153 | Location: St. Petersburg, FL

SUMMARY

Detail-oriented and proactive IT professional with a strong background in remote support, network administration, and cybersecurity.
Currently pursuing a degree in Data Science from Western Governors University, with a focus on system administration, data management,
and network security. Adept at troubleshooting complex technical issues, improving system performance, and delivering exceptional
customer service. Seeking a junior systems administrator or NOC position to apply technical expertise and continue growing in the
IT and cybersecurity fields.

EDUCATION

Western Governors University (WGU)
B.S. in Data Science | Expected Graduation: 2028
Focus: Data Science, Network Security, System Administration, Cloud Computing

CERTIFICATIONS

- CJIS Clearance
- Google IT Support Professional Certificate
- CCNA - Test Scheduled

WORK EXPERIENCE

Vetted Security Solutions
Desktop and Client Support | Sep 2024 - Present | St. Petersburg, FL
- Provide Tier 1 and Tier 2 help desk support for critical surveillance systems used by law enforcement agencies including FBI,
 police stations, and Customs and Border Protection (CBP).

- Troubleshoot network issues and system malfunctions across surveillance technologies (Motorola, Victron Energy, Axis, Avigilon).
- Manage technical issues using Jira to ensure timely ticket resolution and maintain high levels of customer satisfaction.
- Collaborate with senior system administrators to identify opportunities for system performance enhancements.
- Support cloud services including Microsoft 365, SharePoint, and Intune.

Healthcare Management Partners
IT Internship (Networking Focus) | Apr 2024 - Sep 2024 | Clearwater, FL (Hybrid Remote)
- Utilized an RMM system to streamline helpdesk ticket management and support.
- Implemented the RMM solution across 10 facilities, supporting up to 250 employees.
- Developed backend network infrastructure using Node.js and SQL to improve operational efficiency.
- Managed the onsite installation and maintenance of Unify/Cisco switches and firewalls.
- Led the successful transition of 50+ employees from G Suite to Office 365.

S.S. White Technologies
Contract IT Support Technician | Dec 2023 - Apr 2024 | St. Petersburg, FL
- Led the planning, design, and installation of a comprehensive CCTV system overhaul as a contract worker.
- Configured and deployed new cameras, DVRs, and network infrastructure.
- Optimized local network infrastructure for improved performance and security.
- Resolved over 200 helpdesk tickets during the 4-month contract.
- Awarded "Best Overall Performance" on the IT team for exceptional contributions.

Fusion Hotels
Contract Desktop Support Technician | Jul 2021 - Nov 2023 | Treasure Island, FL
- Managed computer systems and local networks across multiple hotel properties, ensuring operational efficiency and reliability.
- Implemented system upgrades and optimizations while overseeing local network configurations to enhance performance.
- Played a key role in deploying new technologies aimed at improving guest services and operational efficiency.

TECHNICAL SKILLS

- Operating Systems: Windows, Linux, macOS, Ubuntu
- Networking: TCP/IP, DNS, DHCP, VPN, Subnetting, Routing & Switching
- Cybersecurity: Firewall management, endpoint protection, vulnerability assessments
- Cloud Platforms: Microsoft 365, Google G Suite, SharePoint, Intune

- Programming & Scripting: Python, Bash, PowerShell
- Database Management: SQL, MySQL
- Tools: Jira, Git, VirtualBox, VMware
- Technical Support: Help Desk, Remote Desktop, Ticketing Systems

PROJECTS

Network Security Lab | WGU
- Designed and implemented a secure network environment using VMware and VirtualBox. Configured firewalls, VPNs, and intrusion
  detection systems.
- Conducted security audits and vulnerability assessments to enhance the network's defense against cyber threats.

Data Management System | WGU
- Built a data collection and analysis system using Python and SQL for efficient data handling and reporting.
- Applied machine learning algorithms to predict network performance based on collected data.

ADDITIONAL SKILLS

- Problem-Solving: Ability to troubleshoot complex technical problems and deliver solutions under pressure.
- Customer Service: Strong communication skills with a focus on providing effective technical support.
- Collaboration: Experience working within cross-functional teams, enhancing problem-solving efficiency.