**Dustin Harper**

**Address | Phone Number**

**myemail@email.com**

**SUMMARY**

A versatile IT professional with over 20 years of experience in desktop support, networking, system administration and technical documentation.

**TECHNICAL SKILLS**

*Operating Systems*: Windows 2000, XP, Vista, 7, 8, 10; Windows NT 4.0, Server 2000-2016; Red Hat, Debian, CentOS, Ubuntu, Kali Linux; Mac OSX.

*Networking*: LAN and WAN management, troubleshooting, basic configuration of Cisco routers & switches.

**EXPERIENCE**

**PC/LAN Support Analyst**

**Employer – City, WA – 2011-Present**

* Recommend and implement a point to point wireless solution to consolidate and remove several T1 lines, reducing monthly cost and network complexity while increasing the network speed at the remote locations.
* Deploy desktops and laptops to office and sales force using SCCM with a standardized image and custom software installations. Complete a Windows XP to Windows 7 migration for over 400 PC’s.
* Provid on-call support for retail locations and after hour network emergencies.
* Create custom PowerShell scripts to notify users of upcoming password or account expirations, reducing incoming tickets significantly.
* Lead a knowledge base project, with a team of 10 creating a selection of technical articles for the service desk and operations team to use for reference and support.
* Onboarding and offboarding of users within Active Directory, Office 365, and OneDrive. Build and decommission Windows Server using physical or virtual machines.
* Perform information security incident response based on risk categorization using established procedures.

**Technical Support**

**Employer – City, OR – 2006-2007**

* Provide telephone technical support for a user base consisting of Windows 95-Vista PC’s, Macintosh and Linux workstations. Documented issues in an in-house ticketing system. Design intranet support pages for Windows XP and Vista.
* Configure DSL modems, consumer broadband and wireless routers, VoIP adapters.
* Add user accounts, email accounts, resolve password issues. Maintain account security for customers.

**PC Technician**

**Employer – City, OR – 2002-2004**

* Build, repair and upgrade custom computer systems. Troubleshoot PC issues to the component level. Install and troubleshoot software and operating systems.
* Build and install dedicated Linux based firewalls. Build and maintain small office/home office networks.
* Remove virus and malware infections using various tools.

**Systems Administrator**

**Employer - City, WA – 2000-2002**

* Troubleshoot customer internet connections for Windows 98-XP, MacOS and Linux workstations. Services included dialup, DSL, frame relay, T1 and 802.11b.
* Create and maintain scripts for effectively adding, removing and managing users.
* Administer ISP network servers using RADIUS, mail, DNS and web services (IIS and Apache). Install updates and patches on servers using Red Hat Linux and Windows NT 4.0 & 2000 Server.
* Configure and maintain Cisco routers and switches using the CLI.
* Install small office and home wired networks. Maintain company internet and intranet web sites.

**EDUCATION**

**Master of Science - Information Security & Assurance**

**Western Governors University – Salt Lake City, UT**

**Bachelor of Science - Information Technology Security**

**Western Governors University – Salt Lake City, UT**

**CERTIFICATIONS AND AWARDS**

* Certified Information System Security Professional (CISSP)
* Cisco CCNA: Security
* Cisco CCNA: CyberOps
* Cisco CCNA
* Microsoft 365: Enterprise Administrator Expert
* Microsoft MCITP – Windows Vista Consumer Support Technician
* Microsoft MCTS – Windows 7 Configuration
* Microsoft MCP – Managing and Maintaining a Windows Server 2003 environment
* eJPT – Junior Penetration Tester
* CEH Ethical Hacker
* CEH Hacking Forensic Investigator
* CompTIA A+
* CompTIA Security+
* CompTIA Project+
* CompTIA Server+
* CIW Database Design Specialist
* CIW Javascript Specialist
* CIW Web Design Specialist
* ITILv3 Foundations

Microsoft MVP Award (2014-2015) – Windows Client Expert/Windows Experience