

Desmond Smith

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SUMMARY

Results-driven IT professional with extensive experience in IT systems administration, security, automation, and policy development. Proven ability to manage IT projects, enhance data security, and provide technical training. Adept at strategic planning, IT service management, and process improvement. Passionate about improving system efficiencies and ensuring compliance with industry best practices.

EDUCATION & CERTIFICATIONS**Western Kentucky University, Bowling Green, KY**

Bachelor of Science in Computer Information Technology (Expected: May 2025)

Vanderbilt University, Nashville, TN

Certificate in Cybersecurity (July 2019 – January 2020)

- Skills: Wireshark, Kali Linux, Metasploit, Burp Suite
- Training towards: Security+, Network+, CISSP

Volunteer State Community College, Gallatin, TN

- **Associate of Science in Computer Information Technology: Cyber Defense** (2017)
 - **Associate of Science in University Studies**
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TECHNICAL SKILLS

- **IT Systems Administration:** Windows, Linux, Ubuntu, Active Directory
- **Project Management:** IT infrastructure upgrades, system implementations
- **IT Security & Compliance:** CJIS (working toward certification), Section 508, WCAG 2.0, NIST standards
- **Automation & Scripting:** Python, Terraform, PowerShell, CloudFormation
- **Cloud Technologies:** AWS, Azure, GCP, CSPM, CWPP
- **Enterprise Applications:** Microsoft 365, Splunk, Wireshark, Metasploit
- **Data & Process Management:** SQL databases, data integrity, IT documentation

PROFESSIONAL EXPERIENCE

IT Systems Specialist | Splash Box Marketing, Hendersonville, TN

January 2019 - October 2024

- Managed IT projects related to system implementations and software upgrades.
- Developed and implemented IT policies to improve security and compliance.
- Provided technical training to staff on enterprise applications and data security.
- Ensured compliance with federal regulations, including Section 508 and WCAG 2.0.

Clinical Administrative Coordinator | United Healthcare, Brentwood, TN

May 2017 - January 2019

- Assisted with database management and process automation, improving data accuracy.
- Developed documentation and training materials for internal systems.
- Provided technical support for business applications and electronic member files.

Clerical/Administrative Assistant | Xtend Healthcare, Hendersonville, TN

July 2014 - May 2017

- Led IT system enhancements and collaborated with cross-functional teams on security protocols.
- Conducted hardware and software troubleshooting to increase productivity.
- Assisted in developing IT procedures to streamline operations and data sharing.

PROJECTS & ACCOMPLISHMENTS

- Wireshark Analysis: Monitored and analyzed network traffic to identify security risks.
- Digital Forensics: Used Autopsy to extract and examine digital evidence.
- Penetration Testing: Conducted vulnerability assessments to improve system security.

CERTIFICATIONS & PROFESSIONAL AFFILIATIONS

- CJIS Certification (In Progress)
 - Certificate in Cybersecurity - Vanderbilt University
 - National Cybersecurity Student Association (2017 - Present)
 - The National Society of Leadership and Success (2017 - Present)
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ADDITIONAL INFORMATION

- Valid Driver's License
 - Willing to obtain CJIS certification and additional IT-related training
 - Ability to work flexible hours, including after-hours support for 24/7 operations
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