

DAELON O'CONNOR

Systems Associate | I.T Associate Specialist

SUMMARY

Well-Rounded, detail-oriented, team member looking to bring skills to a company who enjoys being ahead of the curve with recent developments in technologies.

Interested in A.I, as well its use cases in the educational, business or enterprise space.

Always looking for ways to improve and implement new technologies while learning where possible.

WORK EXPERIENCE

I.T Associate Specialist | Washington County Career Center | Marietta, OH

December 2022 — Present

- Maintained 400+ endpoints, enhancing reliability across the on-premises domain. Performed On-premises Active Directory actions and configurations ensuring seamless access for 350+ students and administration.
- Managed and optimized the Azure/Entra ID Environment and Office365 administration portals, including Entra ID, Intune, Exchange, Defender.
- Upgraded physical servers and network infrastructure switches across various projects, allowing for more reliability and system performance. Implemented 30+ Aruba Access points across campus for network stability and reliability.
- Streamlined specific procedures for Administration while using 2 or more platforms for student management, student data and classroom materials.

Projects at Company:

Powershell Imaging Process - Utilized Windows provisioning packages that leveraged Powershell to replace our manual device setup by automating 90% of manual input. This solution utilized a locally hosted web server to deploy a self-extracting zip, efficiently naming, domain-joining, configuring, and installing software on devices, significantly improving setup efficiency and accuracy.

Hybrid Cloud Migration | Intune - Worked on hybrid cloud migration leveraging Intune/Azure while navigating and configuring certain prerequisites to enable effective cloud management. This process facilitated my understanding of various technologies and gave insight into the underlying processes involved. Understanding the specific complexities of cloud and on-premises integration allowed for improved management and troubleshooting capabilities.

Other Projects Include: Utilized an FFU imaging process to allow mass device reimaging through USB. Various camera systems and VOIP management. Implemented conditional access and performed security hardening initiative, utilizing Entra ID | Azure for comprehensive physical and digital security enhancements.

Technical Point of Contact at WCDJFS | Marietta, OH

March 2022 — August 2022

- Assisted 30+ caseworkers, in troubleshooting OS issues.
- Built organizations website using HTML, CSS and Javascript to overhaul the department's community engagement and improved public access by utilizing responsive design principles and enabled increased interactions with the public.

IT Assistant at Washington County Career Center | Marietta, OH

April 2018– September 2019

- Format, install, set up, maintain, and troubleshoot desktop and laptop computers
- Set up and troubleshoot domains, user accounts and software accounts
- Functioned in the desktop support role by answering help desk tickets via phone, email and other means of communication

CONTACT

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SKILLS

HTML
CSS
Entra ID
Desktop Troubleshooting
Active Directory
Intune
Office 365 Administration

EDUCATION

Washington County Career Center

2016 - 2018

Graphic Design and Video
Production
Adobe Certified Associate

Washington County Career Center Adult Technical Training

2018 - 2019

Various Tech Credentials

CERTIFICATIONS

- Microsoft Azure Fundamentals
- Security Fundamentals
- Networking Fundamentals
- Server Administration Fundamentals
- Windows Operating System Fundamentals

(AZ-900, 98-367 MTA, 98-366 MTA, 98-365 MTA, 98-349 MTA)