

SCOTT EVANS

IT Specialist

CONTACT INFORMATION

(520) 555-0111

anika.aguilar@example.com

Sierra Vista, AZ 12345

KEY SKILLS

- Active Directory
- VMware
- AWS
- Ansible
- Microsoft 365
- CIS Controls
- ITIL
- ISO 27001
- Network Troubleshooting
- Incident Response
- Firewall Administration

CERTIFICATIONS

- Cisco Certified Network Associate, Cisco, 2021

ABOUT ME

IT specialist with 6 years of experience in infrastructure management, security incident response, and vulnerability remediation across VMware, AWS, and Active Directory environments. Maintained 99.97% system uptime over 14 consecutive months by configuring automated failover rules and proactive disk-health monitoring on 87 production systems. Holds a Cisco Certified Network Associate certification and applies CIS Controls and ISO 27001 frameworks to reduce open vulnerability findings and strengthen compliance posture.

PROFESSIONAL EXPERIENCE

IT Specialist

Sulphur Springs Valley Holdings LLC, Sierra Vista, AZ | 2023 - Present

- Investigated 19 security incidents per quarter across a hybrid VMware and AWS environment, documenting root causes and containment steps for each event within 4 hours of detection.
- Maintained 99.97% system uptime over 14 consecutive months by configuring automated failover rules and proactive disk-health monitoring on 87 production systems.
- Reduced quarterly vulnerability reports from 146 to 91 by rolling out CIS Controls benchmarks and scheduling weekly Ansible patch cycles across all server groups.
- Mentored 3 junior technicians on Active Directory group policy design and incident-response procedures, cutting average escalation time from 52 minutes to 31 minutes.

IT Support Specialist

Dragoon Creek Services Group, Benson, AZ | 2021 - 2023

- Administered Active Directory and Microsoft 365 group policies for a multi-building campus, processing permission and distribution-list changes within 2 hours of each request.
- Achieved 99.9% uptime on 43 VMware-hosted application servers by standardizing snapshot schedules and applying monthly firmware updates.
- Reduced open vulnerability findings from 218 to 64 over 6 months by scripting automated compliance scans in Python aligned with ISO 27001 controls.
- Created 14 runbook articles in SharePoint that cut average incident triage time from 38 minutes to 22 minutes for the on-call rotation.

Junior IT Technician

Huachuca Peak Technology Partners, Fort Huachuca, AZ | 2020 - 2021

- Monitored system uptime dashboards for 28 servers, escalating alerts that kept quarterly downtime under 7 hours.

- Assisted senior staff in investigating 8 security incidents during a 12-month period, gathering log evidence and writing post-incident summaries.
- Reduced vulnerability report backlog from 34 open items to 11 by applying missing patches and firewall rule corrections identified during monthly CIS Controls audits.

EDUCATION

BSBA Management Information Systems

University of Arizona, Tucson, AZ | 2016 - 2020