

DesRon deShield-Burchall

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SUMMARY

Computer and network administrator keen on discovering new and efficient solutions to operational needs and demands. Experienced in working independently or cooperatively on varied projects with effective listening skills. Able to manage tight schedules and project requirements in a diligent manner.

TECHNICAL SKILLS

Microsoft Exchange Admin.
AD, 0365, Intune, Purview, Viva
Sentinel, Azure

Windows/MAC/Linux Command Line
and PowerShell

Cisco/Adtran/Ubiquity IPv4/6, VLSM,
L2 & L3

Virtual Environments, AWS, Azure,
Citrix, VMware

Webpage HTML, CSS, Javascript

SKILLS

Relationship building
Organization
Forward thinking
Resource utilization
Communication

LEADERSHIP

Technology Leadership Forum
Internship at Link Bermuda (Summer
21')

Recipient of Government of Bermuda,
The Ministers Technical and
Vocational Award Scholarship
(Summer '20)

Leader for Duke of Edinburgh group
Expedition (Spring '16)

EXPERIENCE

Junior Systems Engineer, Beta Technologies, April 2023 – May 2023
Hamilton, Bermuda

- Develop deeper relationships with business vendors, bolstering company notoriety.
- Maintain business's acumen by solving all client issues diligently.
- Professionally retrieved and secured valuable company data.
- Usage of best practices and new infrastructure recommended by Microsoft and others.

Voice Network Support Technician, Link Bermuda, Summer 2022
Pembroke, Bermuda

- Reduced company expenditure on outside support technician help.
- Assisted in creation of Voice Network Architecture Projects for new vendors (NorthEnd Re & Ark Re)
- Able to coordinate efficiently and cooperatively with back-end support as well as field technicians to remedy issues with Voice services for vendors.

EDUCATION

2019 – 2023	New England Institute of Technology	Providence, RI
	Cyber Security / Network Engineering	BSc. Honors GPA 3.36
	Information Technology	ASc..Honors GPA 3.78
2017 – 2019	Berkeley Institute	Hamilton, Bermuda
	AP Classes - Cum Laude	GED GPA 3.67
2011 – 2016	Warwick Academy	Warwick, Bermuda
	Completed 11 GCSEs	

CERTIFICATIONS

Microsoft 365 Fundamentals (MS-900) – (In Progress)

TestOut Pc Pro Certification – PC Hardware, software, and Windows operating system management - 3/16/2021

TestOut Client Pro Certification – Installing, managing, and troubleshooting Windows desktops in an enterprise environment - 3/9/2020

TestOut Security Pro Certification – Certifies that I can complete basic computer and network security measures in an entry level IT – Profession. - 3/16/2023

Cisco CCNA Certification #CSCO12576034