

David Jones

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Personal Summary

Reliable, detail-oriented, and team-focused multi-role IT professional with skills in engineering, deploying, and securing information systems and network infrastructure. Strong interest in advancing internet technologies and the personal web.

Certifications, Licenses, and Skills

CompTIA Security+ Certified | **CompTIA Network+ Certified** | Active Directory | Expert Linux Troubleshooting Experience | Python, Bash, PowerShell, & C# | Docker Deployment & Automation | IT Project Management | **Extensive Linux Systems Administration Experience** | Expert Windows Troubleshooting | Writing Technical Documentation | **IT Customer Support** | Azure / Entra ID | VPNs | Network Security | Network Troubleshooting | Information System Automation | IPv6 | Cybersecurity Controls | Expert Problem Solving | Logical Network Design | Network Security | Firewalls | Routing | Switches | Shell Scripting | DNS | Hardening SSH

Education

Bachelor of Arts in Computer Science May 2025
University of Colorado Colorado Springs | GPA 3.8

Relevant Work Experience

University of Colorado | Colorado Springs, CO October 2023 – Current
Senior Network Technician

- **Spearheaded ongoing project to revamp campus fiber optic network documentation**
- Implemented new project planning procedures to improve team communication & effectiveness
- Deployed significant wireless infrastructure update (600+ APs) in record time through cross-collaboration with other teams and departments, resulting in a 1/3rd reduction in labor cost
- Developed infrastructure deployment strategies to improve efficiency and reduce costs
- Created and improved documents for employee onboarding and technology upgrades
- Tested, certified, and documented new network infrastructure
- Ensured network maps and documentation remains current with changing state and needs
- Diagnosed, troubleshooted, and resolved connectivity issues in wired and wireless networks

University of Colorado | Colorado Springs, CO August 2021 – October 2023
IT Service Desk Technician

- Co-lead a team to design & develop internal software necessary for day-to-day operations
- Worked within a team to maintain campus AV systems and support a variety of user computers
- Designed multiple internal scripts & programs to improve operational effectiveness
- Resolved an average of 30 tickets per day, keeping up with a fast-paced support environment
- Went above and beyond to solve novel problems and document solutions for future technicians
- Supported campus-wide networked and local printers
- Updated, improved, and created critical documentation
- Utilized SIEM systems to troubleshoot account and security & authentication issues

Projects Experience

- [Awesome Kali Purple Docs](#) - Rewriting technical documentation for Kali Purple
- [DNSAutocorrect](#) - Developing an open source, self-hosted extensible Dynamic DNS solution
- [Connecteam Position View](#) - Developed browser extension for Connecteam scheduling app

REFERENCES & ADDITIONAL INFO & JOB HISTORY AVAILABLE UPON REQUEST