Deron Decamp

Service Desk Engineer, Daiwa Capital Markets of America

e: decamp.deron@gmail.com
p: +1 (347) 833-6485
w: https://github.com/dyxribo

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Experience

Daiwa Capital Markets America Inc.

Service Desk Engineer | May 2023 - Present

- Automate many tasks via Powershell including software installation and related tasks, software updates, and windows registry modification.
- Lead multiple company-wide software deployments, including script development and testing, scheduling, deployment, and post-deploy monitoring and remediation.
- Wrote small maps web application with angular+typescript for navigating office buildings and keeping track of users and asset locations using database via servicenow API. Developed desktop version as an open source project in ActionScript 3 using the recent HARMAN AIR SDK. [hosted on github here](#).
- Setup and manage projects for the NJ satellite office as the only engineer on site.
- Take on cloud initiatives, such as migrating on-premises workloads to the cloud and ensuring cloud security and compliance through implementation of robust security measures on our cloud environment, including access controls, data encryption, and regular security audits to maintain compliance with industry regulations.
- Work with Azure to manage MFA, computers and mobile devices.
- Work with Active Directory tools to manage users, groups, and computers.
- Work with Ivanti Management Console for package management and provide remote PC support.
- Work with servicenow ticketing system along with Microsoft Outlook to create and manage tickets.
- Document and maintain many technical procedures and automation scripts in depth for the benefit of users and other/future engineers.
- Support iOS, MacOS, Android, and Windows machines in person and remotely.
- Image, configure, and support VMWare Virtual Machines using vSphere software.
- Work with Microsoft 365 (with Microsoft Teams) to handle daily tasks and communicate with users.
- Work with citrix workspace application as the main remote desktop provider, and troubleshoot any

issues for users.
- Work with multiple 2FA applications to provide 2FA for user accounts, namely cisco DUO app.
- Work with Cisco IP phones and troubleshoot any network/configuration issues with said devices.

Google

Corporate Operations Engineer | Feb 2020 - Feb 2023

- Provided in-office support for users working remotely during the CoViD-19 pandemic, including physically repairing workstations, solving network issues, and even providing support for robots and other prototyped technologies at the [moonshot factory](#).
- Supported iOS, MacOS, Android, ChromeOS, Linux, and Windows machines in person and remotely.
- Received mentorship in Site Reliability Engineering via the Google Photos SRE team.
- Received mentorship in Software Development via multiple software engineers and engineering managers.
- Provided in-depth troubleshooting for corporate machines in regards to networking, OS health, hardware functionality, and tiered access.
- Worked with partner teams to escalate issues and notify users of large scale issues.
- Troubleshot technical issues on new hire machines prior to work hours to ensure the onboarding process is smooth .

Other Contributions

Software Engineer (Apr 2021 - Feb 2023)
- Internal Chrome Extension - Inclusive Language Feature (Apr 2021 - Feb 2023)
  - Contributed code to internal chrome extension using TypeScript, Angular, and Blaze (Bazel).
  - Designed, implemented, and maintained a feature that parses user input and provides suggestions for inclusive language.
- Internal Search Gadget (June 2021)
  - Designed and implemented a software gadget/widget for an internal search engine similar to google search using Machine Learning (ML) in order to make certain information more easily accessible.

- Annotate internal python code with pytype (May 2021)
  - Help to make the code more secure by catching potential errors.
  - Revised code with better compliance to the google python style guide.

- Updated internal legacy Javascript code to Typescript (May 2021)
  - Help to make the code more secure by catching potential errors.
  - Revised code with better compliance to the google typescript style guide.

The Estee Lauder Companies

Senior IT Specialist (Apr 2019 - Jan 2020)

- Routinely handled Installation of hardware and software systems in a fast-paced, corporate environment, at multiple locations.
- Provided maintenance, repair and troubleshooting of MacBooks, iMacs, Dell / HP laptops and Desktops, printers, as well as various mobile devices.
- provisioned new laptops with corporate images.
- Worked with Ethernet wired and wireless network configurations.
- Maintained network switches and connections; replaced bad cables and re-routed for bad ports.
- Secured computers from attacks and malicious usage.
- Utilized Active Directory tools to help with various end-user account issues on a day-to-day basis.
- Managed hundreds of users daily, as the only IT specialist onsite.
- Trained and managed incoming techs prior to leaving the role.

Dell Inc.

L4 Field Technician (May 2018 - Apr 2019)

- Carried out routine installation of Dell hardware and software.
- Maintained,repaired and troubleshot PCs, laptops, and mobile devices.
- Worked with Ethernet wired and wireless network configurations.
- Operated Microsoft Excel and navigated Microsoft windows 10 on a daily basis, in order to view tickets and organize data for field use. Worked with multiple excel files simultaneously and efficiently, and scanned PDFs for necessary data.
- Traveled between many large and small businesses and completed tickets (hardware repairs) in a timely manner.
- Developed great customer service skills as a customer facing service technician in a role with a very diverse customer base.

Education

Edison, NJ

Edison Job Corps (Trade School)

Computer Information Systems Training (Nov 2015 - Nov 2016)

Received training for:
- CompTIA A+
- CompTIA Security+
- CompTIA Network+

Continuous Education (Sept 2021 - Oct 2021)

- Technical Support Fundamentals (Google)

Skills & Interests

- My hobbies include programming, building computers & robots, and playing video games.
- I currently write most of my personal code in Java and Typescript/Javascript, with AS3 as a prototyping/MVP language. I am also skilled with automation via Powershell and Python.
- I love messing around with linux (particularly arch). I currently manage a home file server with arch, and a public web server running ubuntu.
- I love reading about and watching anything astro/physics related.
- I *thoroughly* enjoy "frankensteining" computer parts together to experiment and create cool things. I once created a custom circuit for an old computer, in order to install a slightly more complex system fan (stripped directly from a destroyed xbox360 console i found on the street) and it worked well. I've also ripped apart other tech such as headphones and LED strips in order to successfully incorporate them into the machines I build.

Leadership

Robotics Club @ Edison Job Corps Academy, Edison, NJ

President

Led and taught a team of like-minded individuals interested in creating a robot (one of which became my wife!). Together we engineered a rover-like bot powered by D batteries for portability, which was both autonomous in movement and steering, as well as pilotable via remote control.

Dorm Leadership @ Edison Job Corps Academy, Edison, NJ

Member

- Led other students in the Dorm wing in completing daily maintenance on the dorms as required.
- Did inventory on items needed for the dorm and maintenance, and stocked up/replaced when necessary.

- Attended Leadership meetings as a voice of my dorm, where I voiced concerns on behalf of the other students and proposed solutions for issues that needed to be resolved.

Awards & Honors

Received bonuses at Google for:

- Providing users outstanding service (x5)
- Taking initiative by assisting coworkers on numerous occasions
- Contributions during 3C Code Yellow (transition to WFH)
- Taking the initiative to repair a guest kiosk at X (touchscreen replacement)
- Volunteering for onsite fieldtech work during a spike in requests during WFH 2020 (Q3-4).
- Taking initiative by facilitating a team meeting