Deron Decamp

Information Technology Specialist and Engineer

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🧰 Experience

BLAXSTAR
Nov 2024 – Present
Hardware and Network Services

- Delivered hardware repairs and maintenance for desktops, laptops, and peripherals, including component-level diagnostics and replacement.
- Performed electrical engineering tasks such as hardware modifications, board-level repairs, and solder rework.
- Handled network administration and configuration, including LAN/Wi-Fi setup and troubleshooting.
- Diagnosed operating system, computer hardware, and server hardware issues across client environments.
- Managed domains and DNS along with system administration for client environments.
- Provided infrastructure support across **MacOS**, **Windows** and **Linux** systems.

CompoSecure
Sep 2024 – Present
Information Technology Specialist
Somerset, NJ

- Troubleshoot prototype hardware and supporting software for the R&D department, resolving issues from bring-up through validation.
- Provide production-floor support for printers (Mimaki), engravers, and CNC machines, including automation hardware troubleshooting, maintenance, and component replacement.
- Deliver office hardware repairs for laptops and desktops across multiple buildings on campus.
- Build automations with **Powershell** to streamline workflows and deployments.
- Perform in-depth troubleshooting across **MacOS**, **Linux**, and **Windows** systems.

Daiwa Capital Markets of America
May 2023 – Apr 2024
Technical Operations Engineer
New York, New York

- Automated many tasks via **Powershell** including software installation and related tasks, software updates, and Windows registry modification.
- Utilized **Splunk** and Splunk query language (**SPL**) for log processing and automation.
- Planned and managed projects for the NJ satellite office as the only engineer on-site.
- Installed, configured, and repaired **iOS**, **MacOS**, **Android**, **Linux**, and **Windows** machines in person and remotely.
- Worked with **Azure** to manage MFA, **Active Directory** Objects (including users and groups), **Virtual Machines**, **cloud storage**, and mobile devices.
- Provided in-depth Application support for internal applications as well as technical support for third-party applications, such as **Citrix Workspace** and **Microsoft 365 Suite**.
- Assisted in the implementation of cloud initiatives, such as migrating on-premises workloads to the cloud and ensuring cloud performance optimization, as well as security and compliance through the implementation of robust security measures on our cloud environment, including access controls, data encryption, and regular security audits to maintain compliance with financial industry regulations.
- Provided support for hundreds of users, including **traders** and **executives**, in a fast-paced financial firm.

Google
Feb 2020 – Jan 2023
Technical Operations Engineer
Mountain View, CA/New York, New York

- Installed, configured, and repaired **iOS**, **MacOS**, **Android**, **ChromeOS**, **Linux**, and **Windows** machines in person and remotely.
- Provided on-site and remote support for engineers and **executives** during COVID-19 and beyond, including workstation repairs, network troubleshooting, and support for advanced technologies like robots and prototype technologies at the Moonshot factory.
- Wrote scripts for automating tasks using **Powershell** scripting language.

Estee Lauder Companies
Senior IT Specialist

Apr 2019 – Jan 2020
New York, NY

- 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**, non-Mac **laptops** and **desktops**, **printers**, as well as various **Android** and **iOS** mobile devices.
- Maintained network switches and connections as well as Wireless network configurations.
- Utilize Active Directory to manage users, groups, and devices.
- Managed hundreds of users daily, including **executive**-level users, as the only IT specialist onsite.
- Trained and managed incoming techs prior to leaving the role.

Dell Technologies
Field Technician IV

May 2018 – Apr 2019
New York, NY

- Carried out routine installation of Dell hardware and software. Repaired and troubleshot Desktop PCs, **Servers**, **laptops**, and mobile devices.
- Traveled between many large and small businesses and completed tickets (hardware repairs) promptly.
- Developed exceptional customer service skills as a customer-facing service technician in a role with an extremely diverse customer base.

🎓 Education

Burlington College
Computer Science

Mount Laurel, NJ

Edison Job Corps Academy
Computer Science

Edison, NJ

- Studied and Obtained CompTIA A+, Network+ and Security+ Certifications.

💎 Skills

Hardware: Desktop/laptop repair, server hardware troubleshooting, component-level diagnostics, board-level repair, solder rework, hardware modifications, Mimaki printers, engravers, CNC machines, prototype hardware troubleshooting

Systems: Windows, MacOS, Linux, imaging and provisioning, device deployment, Powershell automation

Networking: LAN/Wi-Fi configuration, TCP/IP, DHCP, DNS, domain management, switch troubleshooting

Platforms: Active Directory, Azure, Microsoft 365, Citrix Workspace, Splunk, ServiceNow

ℹ️ Additional

Availability: Open to shift-based schedules, including nights, weekends, and holidays.

Physical: Able to lift/move 50lb equipment and handle frequent bending, kneeling, climbing, pushing/pulling, and extended standing.