

# DANIEL S PARSON

## PROFESSIONAL SUMMARY

Automation Specialist and Network Engineer with expertise in designing and implementing automation solutions using PowerShell, RPA, and APIs to streamline operations. Proven track record in reducing manual tasks, improving system performance, and troubleshooting complex issues. Over four years of automation experience, backed by nine years in technical support, network security, and disaster recovery.

## EXPERIENCE

### Automation Specialist / NOC Technician

*\*\*Redacted\*\*, OH | Jan 2021 – Present*

- Initially specialized in disaster recovery as a NOC Technician, ensuring data integrity and system resilience for clients.
- Evolved into a key role focusing on the design and implementation of automation solutions using PowerShell, RPA tools, and APIs to streamline business processes and enhance operational efficiency.
- Developed new business processes from the ground up to optimize productivity and reduce manual intervention.
- Provided advanced troubleshooting and resolution of client issues, minimizing downtime and ensuring peak system performance.
- Collaborated across departments to identify automation opportunities, deliver tailored solutions, and create comprehensive documentation for future scalability.

### Network Engineer

*\*\*Redacted\*\*, OH | Oct 2020 – Oct 2021*

- Designed and implemented robust network infrastructures tailored to client needs.
- Monitored and maintained workstations, servers, and networking equipment across multiple client networks.
- Led various projects, ensuring timely delivery and adherence to client specifications.
- Installed and maintained VoIP phone systems (Cytracom | Allworx) to enhance communication efficiency.

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📍 Warren, OH, 44483

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## EDUCATION

### WESTERN GOVERNORS UNIVERSITY

*Bachelor of Science Information Technology Candidate (Expected graduation Apr 2025)*

## ADDITIONAL SKILLS

Active Directory  
APIs  
Automation Development  
Backup & Disaster Recovery  
Cisco Duo  
DHCP  
DNS  
Entra  
Fortigate  
Group Policy  
Hyper-V  
Intune  
Microsoft 365  
N-Central RMM  
Office 365  
PowerShell  
Process Development  
PSA Documentation  
Routing/Switching  
RPA  
SonicWall  
VLAN  
VPN  
VoIP  
Windows OS  
Windows Server  
Workflow Documentation



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## Field Technician II

**\*\*Redacted\*\***, Warren, OH | Jul 2017 – Oct 2020

- Nominated for the Charter Appreciation Award for outstanding service.
- Analyzed and resolved signal-level issues, ensuring optimal service delivery for clients.
- Diagnosed and rectified misconfigured or faulty equipment.
- Trained and mentored new technicians, fostering a knowledgeable and efficient team.

## Service Agent

**\*\*Redacted\*\***, Elizabethton, TN | Nov 2015 – Jun 2017

- Maintained a fleet of over 100 vehicles and facilitated inventory management.
- Advised customers on service options and procedures, ensuring a high level of customer satisfaction.

## General Service Technician

**\*\*Redacted\*\***, Youngstown, OH | Apr 2014 – Oct 2015

- Ensured safety standards and efficient workflow in the maintenance of equipment.
- Organized inventory and requisition of stock to maintain operational efficiency.

## Maintenance / Crew Member

**\*\*Redacted\*\***, Hubbard, OH | Mar 2012 – Apr 2014

- Assembled, operated, and adjusted controls and machines for operations
- Supervised and guided crew positions based on aptitude

## 91B Wheeled Vehicle Mechanic

**\*\*Redacted\*\***, Ravenna, OH | Jun 2010 – Nov 2011

- Outstanding Excellence in Assisting the Cadre award
- Maintained serviceability, accountability, and readiness of assigned equipment
- Enforced the standards of military and physical appearance

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## CERTIFICATIONS

### Current Certifications

- AWS Certified Cloud Practitioner (CCP)
- CompTIA A+ ce
- CompTIA IT Operations Specialist (CIOS)
- CompTIA Secure Infrastructure Specialist (CSIS)
- CompTIA Network+ ce
- CompTIA Security+ ce
- ConnectWise Manage
- Rewst Automation Practitioner

### Acronis Certifications

- Cloud Tech Fundamentals
- Cloud Tech Associate – Advanced Backup
- Cloud Tech Associate – Advanced Disaster Recovery
- Cloud Tech Professional – Advanced Backup
- Cloud Tech Professional – Advanced Disaster Recovery

### Previous Certifications

- Cisco CCT
- Datto DCAT
- Datto DCDS
- Datto DCP
- Webroot DNS Protection
- Webroot Endpoint Protection
- Webroot Security Awareness

