

Dylan Banta

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SUMMARY

DevOps expert with extensive experience in virtualization, cloud platforms, and network security. Proficient in programming, databases, web development, and various operating systems. Skilled in AI, ML, and data analysis.

EXPERIENCE

IT Assistant

Muskingum County Library System

October 2020 - Present. Zanesville, OH

- Manage network infrastructure, including Sophos router, switches, and Cisco access points across all 6 branch locations.
- Manage and track support tickets, and ensuring timely resolution of technical issues, providing technical support to patrons and staff.
- Configure, monitor, and update over 100 public and faculty workstations with specific operating systems and software.
- Administer 50+ iPads using Meraki MDM service.

Data Entry Clerk

Neola

March 2018 - May 2018, Coshocton, OH

- Developed a custom software solution that automated the conversion of source documents into usable data for new systems, processing over 12,000 documents per day.
- Implemented data accuracy checks against source documents, significantly reducing errors and enhancing data integrity.
- Achieved a 40x increase in document processing efficiency, compared to the previous manual process where each data entry clerk processed an average of 300 documents per day.

Call Center Representative

Time Warner Cable (Now Spectrum)

February 2016 - September 2016, South Zanesville, OH

- Communicated with customers via phone, providing product and service information, processing orders, managing accounts, and resolving issues, maintaining a customer satisfaction rate of 95%.
- Remotely managed customer equipment to resolve technical issues, and maintained the lowest "Call Back Rate" on my team at just 0.4%.
- Maintained detailed records of customer interactions, inquiries, and complaints.

EDUCATION

Associates of Applied Business

Zane State College • Zanesville, OH • 2018

CERTIFICATIONS

CompTIA A+

2020

SKILLS

DevOps and Server Management: Virtualization and Containerization (VMWare, VirtualBox, Hyper-V, Qemu, Xen Orchestra/XCP-NG, Docker, Docker Compose, Portainer), Cloud Platforms (AWS, Azure, Heroku), Server and DNS Management (Node.js, Nginx, Apache, Google Admin, Cloudflare, GoDaddy), Networking and Security (Port forwarding, VLAN setup, Pi-hole, Sophos, Netgear, KnowBe4, Ninite), Password Management (Bitwarden, KeePass, LastPass), Package Managers (npm, Composer, pip)

Programming and Databasing: Languages (Python, C#, Java, Lua, Bash/Shell scripting), Databases (MySQL, PostgreSQL, Microsoft SQL Server)

Web Development: Frontend and Backend (HTML, HTMX, CSS, SCSS, Sass, JavaScript, jQuery, TypeScript, Vue, React, Vite, Angular, PHP, Node.js), Tools & Frameworks (cPanel, Bootstrap, Bootstrap-Icons, Font Awesome, RESTful APIs, JSON), Best Practices (Responsive Design, Cross-Browser Compatibility), CMS (Laravel, WordPress, Drupal)

Version Control and Collaboration: Version Control (Git, Gitea, GitHub, GitLab, BitBucket), Collaboration Tools (Kanboard, Trello, Slack)

Operating Systems: Linux (Debian, Ubuntu, SteamOS, Raspbian, Mint, Kali, Tails, Arch, Manjaro, Fedora, Qubes OS, etc.), Windows (Windows OS, Windows Server), Other OS (Android, macOS, iOS, TrueNAS, XCP-NG)

Data Analysis, AI, and Machine Learning: Google Colab, TensorFlow, PyTorch, Training Generative AI Models, Stable Diffusion

Other Skills: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Adobe Suite (Photoshop, After Effects, Premiere Pro), Other/Misc. Software (QGIS, Blender, Unity, Android Studio)