Jeremy Ray Dean

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Dedicated professional with over thirteen consecutive years in enterprise information technology roles in healthcare and higher education. Passionate about problem solving and developing methods to simplify tasks and maximize efficiency. Eager to use exceptional problem solving skills and technical prowess to advance organizational goals, harvesting the power of virtualization, automation and data analytics.

Skills

Application Backend / Server Support
Excellent

Technical Planning
Excellent

Reports / Metrics / Analytics
Excellent

Workflow Development & Management
Excellent

Technical Documentation
Very Good

Scripting (PowerShell, Bash, JavaScript)
Very Good

Customer Training
Very Good

Interests

- Virtualization
- Tech Culture
- Raspberry Pi
- ProxMox
- Web Design
- Automation
- Cyber Security
- Linux
- Programming
- Identity Management

📦 Work History

2021 -
Present

Applications Systems Administrator II

Texas A&M University – Corpus Christi, Corpus Christi, TX

- Responsible for Identity and Access Management (IAM) system (Fischer Identity). Currently working through a budgeted sprint with vendor to bring in additional automation for account lifecycle events in university systems as we move toward role-based provisioning
- Configure, support and manage access/availability for over 150 applications. Portfolio includes: Canvas, Fischer Identity, ServiceNow, Cascade CMS, Atlassian Jira and Confluence, Laserfiche and Laserfiche Forms, Shibboleth, Senstar Symphony, DocuSign, and Zoom.
- Maintain application back-ends and servers on a variety of platforms. Responsible for single-sign-on, AD/Azure AD/LDAP integrations, SSL certificates, Java/Tomcat updates, application server updates, and setting up service monitoring and alerts and backups
- Maintain disaster recovery plans for applications systems. Remediate vulnerabilities as reported by Tenable Nessus.
- Deep-dive application data and connections as required to troubleshoot or provide data using tools like Splunk, SSMS, and DBeaver to pull info from key systems using SQL queries (MS SQL, Postgres and MySQL), shell scripts, etc.
- Develop rules and logic in applications to automate workflows to complete business processes. Most recently designed a workflow in Fischer Identity to auto-notify IAM Team of account access issues, enabling pro-active response. Currently developing catalog items in ServiceNow to further automate access requests and approval for certain applications and employee separations.
- Work with University leaders to identify technology solutions for particular needs. Most recently designed data mining scripts in Python to identify candidate AD groups for auto-provisioned access per department. Once implemented, this will save thousands of man hours annually while enhancing visibility and accountability of access for data owners.

2014 - 2021

Senior Field Service Technician (FST II)

Christus Health, Corpus Christi, TX

- Research, plan and execute technology projects. Involved in countless new hospital and clinic setups, new software/hardware system implementations. Key accomplishments: Lead the Windows 10 and Bitlocker compliance initiatives; Championed the HUGS Infant Security Care system currently in place at Spohn South; Drove the migration from Workstations-on-Wheels to in-room Tap-and-Go systems.
- Build reports using ServiceNow, SQL Server Management Studio, Power BI, etc.; used by Spohn leaders to evaluate IT systems usage and workloads in order to allocate resources effectively and make decisions on software/hardware solutions.
- Train and guide level one technicians, delegate and oversee day-to-day Info Systems tasks and operations.

2011 - 2014

Field Service Technician (FST I)

Christus Health, Corpus Christi, TX

- Provide on-site and remote desktop support for large healthcare system (Spohn Region - 5,000+ managed endpoints).
- Provision and coordinate software and hardware installs and upgrades in 24/7 live healthcare environment.
- Handle after-hours service calls for critical issues on rotating schedule.

2007 - 2010

Field Technician

3D Lease Operating, Yoakum, TX

- Established and maintained home office networks in three cities.
- General small business bookkeeping and computer support (Excel, Acrobat).
- Drive to active oil and gas wells daily - measure, record and report production to respective company offices, providing service for over fourteen oil and gas companies.
- Manage service contractors and suppliers to maintain production equipment, manage fluid production, and take measures to maximize production.

2005 - 2007

Floor Hand

Lantern Drilling, Odessa, Texas

- All aspects of working land-based drilling rig floor (making connections, tripping pipe, general rig maintenance, etc.)
- Equipment operation, including: telescopic forklift, scissor man-lift, wire line survey machine, drill pipe spinners and hydraulic winches.

2002 - 2005

Computer Technician, Research Lab Administrator

UT Permian Basin, Odessa, Texas

- Setup and general maintenance of campus workstations, printers and other IT-

related equipment.
- Desktop support. Worked off ticket system, primarily new installs and hardware/software issues.
- System Administrator for Computer Science Student Research Lab.
- Managed student accounts in AD
- Managed access to Apache web server via FTP for student research projects
- Maintained lab workstations and servers; Windows, Solaris and RedHat environment

Education

2000 - 2017
Bachelor of Science: Computer Science
The University of Texas of The Permian Basin - Odessa, TX

2023 - 2025
Master of Science: Computer Science
Texas A&M University – Corpus Christi – Corpus Christi, TX
(in progress)

Certifications

Dec 2010	CompTIA A+
Jun 2021	CompTIA Security+
Feb 2022	ServiceNow Certified System Administrator
Nov 2022	Fischer University (Identity and Access Management system)

- Fischer Identity Constructs & Concepts (FICC)
- Fischer Identity Solution Management (FISM)
- Fischer Identity Solutions Implementation (FISI)
- Fischer Identity Administration (FIA)

Aug 2024   ISC ² CISSP