# Dylan Mitchell

Springville, UT 84663  |  385-312-8463  |  dylan@dmitchell.tech  |  https://dmitchell.tech

Resourceful and hands-on IT technician with over 2 years of experience providing outstanding customer support and solutions. Experienced in NAS home labs, network configuration, and hardware troubleshooting. Hold CompTIA A+, Network+, and Security+ certifications. Passionate about lifelong learning, innovative technology, and creative problem solving. Dedicated to clear communication, continuous improvement, and exceeding expectations.

## Technical Experience

**PFSENSE NETWORK SECURITY LAB**                                                                  March 2022
- Designed and deployed a network security environment using pfSense firewall on a Protectli Vault appliance and Unifi access points (APs).
- Implemented Snort for real-time Intrusion Detection and Prevention (IDS/IPS) and IP block lists to increase security.
- Configured pfSense as an internal Certificate Authority (CA) to manage and issue SSL certificates for encrypting internal communications with self-hosted services.
- Deployed Tailscale (WireGuard-based) and OpenVPN for remote-access VPN connectivity.

**AI-POWERED RAG SYSTEM LAB**                                                                        April 2025
- Developed and deployed an AI-powered Retrieval-Augmented Generation (RAG) system using OpenAI's API, open-source OpenWebUI, and agentic tools written in python.
- Used SearXNG for anonymous internet queries as well as a vectorized database of my homelab notes for context-aware generation.
- Containerized the application stack using Docker on my homelab server for simplified deployment and maintenance.

## Certifications

| CompTIA | IT Fundamentals | CompTIA | Network+ | CompTIA | CIOS |
|---------|-----------------|---------|----------|---------|------|
| CompTIA | A+ | CompTIA | Security+ | CompTIA | CSIS |

## Professional Experience

**UTAH BROADBAND**                                                                        June 2020 - October 2022
*Telecommunications Technician*
- Installed and configured Unifi satellite radios, fiber ONUs, network routers, and access points for residential and business clients for delivering high-speed internet with excellent uptime.
- Conducted site surveys and designed custom Wi-Fi/network solutions that improved network availability and speeds for customers.
- Terminated and tested Cat 5e, Cat 6, and multimode fiber cabling for new installations and repairs.
- Gave hands-on technical support and recommendations to customers during and after installation, which resulted in a significant reduction in recurring service calls.
- Wrote clear and accurate ticket notes for installations and network configurations, supporting effective team collaboration with tech support and other field technicians.

**WILSON AUDIO / RELCAP**                                                                      June 2023 - Present
*Capacitor Manufacturing Specialist*
- Conduct quality assurance and fine-tuning of precision components (capacitors) used in high-performance electronics such as audiophile speakers and amplifiers.
- Optimized pain points in the manufacturing processes that increase quality and efficiency.

## Education

MOUNTAINLAND TECHNICAL COLLEGE, PROVO, 2024
*Graduated the Information Technology Program*

SPRINGVILLE HIGH SCHOOL, 2019
*HS Diploma, Honor roll, 4.0 GPA*