

Dylan Mitchell

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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

- 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 and network monitoring.
- Segmented the network into separate VLANs to increase network security.

NETWORK ATTACHED STORAGE LAB

- Built a network attached storage (NAS) server for my homelab with computer parts, allowing for the storage and backup of files accessible anywhere on my network.
- Configured a Plex server in tandem with my NAS in order to serve my ripped blu-rays and FLAC music files anywhere with an internet connection.

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