

Dylan Briggs

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Professional Summary

IT professional with experience in system administration, networking, and cybersecurity tools. Focused on delivering reliable, secure, and efficient technical solutions in both Windows and Linux environments.

Skills

Languages: PowerShell, JavaScript, SQL, Python, C, HTML, XML

Networking & Security Tools: OpenVPN, Wireshark, Nmap, PuTTY, Kali Linux

Web & Database Tools: GitHub, Visual Studio Code, Apache HTTP Server

Operating Systems: Windows, macOS, Linux (Ubuntu, Red Hat)

System & Virtualization Tools: VMware Workstation, VirtualBox, Docker, Remote Desktop, Command Line

Cloud & Deployment Tools: AWS Management Console, Azure Portal, Google Cloud Console

Projects

Cybersecurity Lab Deployment

Tools used: Nmap, Wireshark, Kali Linux

Configured a portable Linux environment on Raspberry Pi to practice penetration testing, network scanning, and system hardening using ethical-hacking tools and secure testing workflows.

Virtualized Windows/Linux Infrastructure

Tools used: VMware Workstation, Ubuntu Linux

Built a multi-VM environment with Windows Server and Linux distributions to manage users, permissions, and networking configurations, applying real-world system administration and security concepts

Professional Experience

IT Systems Operator | Sep 2025 - Present

Demoulas Super Markets | Tewksbury, MA

- Execute operational run books and monitor critical IT systems to ensure smooth daily business operations.
- Perform system administration tasks such as backups, subsystem restarts, and console monitoring to maintain uptime and reliability.
- Troubleshoot job flow issues and escalate to programmers or production control teams to minimize downtime and disruption.
- Prepare daily production and control reports, contributing to accurate operational tracking and performance oversight.

IT Support Specialist | Nov 2023 - Present

Burton Consulting | Boston, MA

- Provide comprehensive technical support to back-office teams, ensuring continuity of daily operations across Windows, macOS, and Linux environments.
- Diagnose and resolve hardware, software, and network issues with efficiency, maintaining detailed documentation in the ticketing system.
- Manage IT assets, oversee system updates, and perform preventive maintenance to optimize system reliability.
- Support end users with software installations, upgrades, and configurations, promoting best practices for data security and productivity.
- Deliver professional, customer-focused communication to non-technical staff, ensuring timely resolution and high satisfaction rates.

Facility Maintenance Specialist | Apr 2021 - Sep 2025

Jack's Services | Billerica, MA

- Maintained operational standards and safety procedures in a fast-paced environment.
- Collaborated with team members to troubleshoot equipment issues and ensure efficiency.
- Gained experience in following structured processes and documenting work.

Education

University of Massachusetts Lowell - B.S. in Information Technology, Minor in Business (2024)

- Coursework emphasized Network Management, Cybersecurity Fundamentals, Systems Administration, Database Design, Python & Web Development