

Dominique West

404-904-6534

westdomr@gmail.com

Linkedin.com/in/mrdwest

PROFESSIONAL SUMMARY

Air Force Veteran and IT professional seeking to apply customer service skills, information technology knowledge & experience, and cybersecurity compliance knowledge for the betterment of an organization.

Education:

Bachelor of Science in Computer Science

Western Governors University, Millcreek, UT

Associate of Arts in Business Administration

University of Arizona, Chandler, AZ

Certifications:

Red Hat Certified Engineer (RHCE)

Red Hat Certified System Administrator (RHCSA)

CompTIA: Security+, Network+, A+

Skills:

Operating Systems: Linux, Windows Server, MacOS, Fedora

Networking & Security: Firewalls (Fortinet), PCI DSS Compliance, Endpoint Security, Threat Detection

DevOps & Cloud: Amazon Web Services (AWS), CI/CD, Docker, Kubernetes, Terraform, Azure

Programming & Scripting: Python, SQL, Bash

IT Tools & Platforms: Ansible, OpenShift, ServiceNow, SaaS, Google Workspace, Microsoft Office Suite

EXPERIENCE:

Security Lead

Aligned Data Centers, September 2024 – Present

- Led shift operations in a mission-critical data center, ensuring uptime, reliability, and compliance with operational procedures in support of 24/7 infrastructure environments.
- Served as the main customer point of contact, delivering high-quality customer service and success support by resolving incidents, managing tickets, and addressing escalations.
- Trained and mentored junior staff on help desk procedures, incident response and customer communication best practices.

Information Technology Manager & Implementation Specialist

Inspire Brands, July 2021 – April 2024 (Remote)

- Managed IPV4/IPV6 POS system deployments across 9,000 franchise locations, ensuring correct IP, Netmask, DNS1/DNS2 adhering to PCI DSS security standards.
- Implemented Fortinet firewall upgrades and switch firmware updates, improving security across 40 locations daily.
- Developed & maintained cybersecurity knowledge base articles for end-user education.
- Utilized ServiceNow to track security incidents and ensure compliance with audit requirements.

- Provided Tier 3 technical support for POS, payment systems, and network security.
- Led overnight implementation teams to optimize system performance and security.

Field Services Operations

Inspire Brands September, 2019 – July 2021

- Led technical escalations for new franchise locations and installation vendors, ensuring quick resolution of security-related issues.
- Developed training programs for field technicians on best practices in cybersecurity and IT security.
- Conducted performance analysis, identifying vulnerabilities and implementing corrective security measures.

Inbound/Outbound Customer Service Representative

American Income Life, September 2019 – December 2021

- Used CRM to track and handle customer concerns, adhered to all call-handling procedures including obtaining high-review surveys from customers for excellent customer service
- Handled customer concerns in a fast-paced call center environment, exceeding performance targets by 10%.
- Increased customer satisfaction and reduced negative reviews by 60% through effective resolution strategies.
- Collaborated with leadership to develop customer retention strategies, resulting in a 20% increase in repeat business.
- Promoted to Sales Manager leading a 10-agent work unit.

Information Technology Systems Support

US Air Force, October 2011 – December 2016

- Resolved 1,300+ network troubleshooting tickets, ensuring high availability of IT systems.
- Supervised 40 team members during operational missions and managed a \$1.2M budget.
- Provided technical support for end-users, troubleshooting hardware, software and network issues.