

Darius Young

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SUMMARY

Analytical IT specialist with over six years of experience in multiple technician roles across a variety of organizations. Currently completing B.S. in Software Engineering with focus on full – stack development and skilled in Python and HTML coding languages. Specialize in coding, equipment repair, networking, troubleshooting, and overall IT support in a professional setting. Seeking IT/Software Developer role prizing creative solutions, customer satisfaction, and career growth.

Experience

OpsTech IT Support Associate II (L3)

Amazon - Antioch, OH

July 2022 - Present

- Expertise supporting Windows, Mac, and Linux Operating systems
- Automate tasks with Python
- Network stack installation and software provisioning
- Subnetting within integrated system across multiple facilities
- Hardware and software troubleshooting and repair including but not limited to laptops, scanners, printers, desktops, BIOS across variety of vendors
- Allocation, maintenance, and troubleshooting integrated and interdependent network topographies
- Service, project, and inventory management
- Critical thinking skills to deviate from standard of process to improve efficiency
- Train and mentor L1 IT Technicians
- Service Management, Project Management, and Inventory Management skills

IT Technician (L1)

Amazon - Antioch, OH

June 2021 - July 2022

Liquidation (Data Destruction)

- Receive devices from other locations to be liquidated.
- Inventory management in Microsoft Excel.
- Delete sensitive information through separate external processing tool.
- Access global Amazon inventories to register completed items.

Liquidation (triage)

- Receive and categorize equipment in Microsoft Excel.
- Access Amazon global inventories to address and solve data entry issues
- Process and liquidate items via Amazon internal programming site
- Document completion of data entry/destruction

- Discard items in appropriate areas with regard to OSHA safety standards

Build (Networking)

- Network stack installation for IDF (independent distribution frames) and MDF (main distribution frames) including CPUs, transfer switches, network switches, routers, firewalls, PDUs, batteries, and cabling including fiber optics, copper, etc

RMA (Return Merchandise Authorization)

- Data entry and ticket resolution throughout Amazon global
- Troubleshoot hardware issues for scanners and printers
- Create and resolve customer inventory tickets for decommissioned equipment
- Inventory management through Microsoft Excel

Manufacturing Assistant

Ingram Lightning Source - La Vergne, TN

September 2019 - April 2021

Trimming Operator

- Evaluate and troubleshoot hardware/software operational issues for equipment
- Alter, implement system changes
- Mechanical, electrical, pneumatic, and hydraulic repair of production/facility machines.
- Assessing and manually correcting defects in quality.
- Providing area specialist with supplemental assistance
- Operate trimming equipment to achieve shift production volume and meet safety and quality standards.
- Evaluate and adapt to situations to create most efficient process
- Execute timely re-supply of raw materials
- Inventory management between departments

Quality Assurance Technician

Paulo Murfreesboro Division - Murfreesboro, TN

April 2019 - June 2019

Chemical Treatment Specialist

- Chemical-based water treatment for city within state safety regulations
- Measure and record chemical reactions for desired results
- Identify and analyze chemical readings for accuracy
- Troubleshoot and resolve system and machine errors
- Detailed recordkeeping for consistency across departments
- Develop methods for improved efficiency

Quality Control Inspector

Nhk Seating of America - Murfreesboro, TN

August 2018 - April 2019

- Inspect mechanical parts and devices for quality assurance
- Problem-solve malfunctions and implement preventative measures

- Document metrics and procedural changes

Engineering Technician I

Becton & Dickinson - Sumter, SC

October 2015 - June 2016

Robotics Tech

- Controlled and monitored central robotics topography
- Assist with installation, debugging, and start-up of capital projects.
- Troubleshoot and repaired robotics software for internal system
- Performed diagnostic tests for temperature, air pressure, and rate of error
- Provide leadership to other associates in problem solving of production equipment
- Document all process changes using approved control change procedures
- Packaging machine checked at regular intervals with occasional geometric, laser based maintenance
- Constant, per hour documentation of machine maintenance and production to create a cohesive correspondence of potential issues between shifts/management

Quality Control

- Multi-layer inspection of blood collection units, intravenous injectable/infused products, sharps, syringes, eclipse and vacutainers
- Provided analyses on new patents, products, and equipment to determine efficacy
- Identified and quarantined products not conforming to FDA related QA specifications
- FDA regulated DHR (Device History Record) documentation and record-keeping
- Catalogued statistical data and monitor trends through SAP QM Module, Shopfloor-Online, Apriso, Everest and Lighthouse

Customer Service Associate

LOWE'S HOME IMPROVEMENT - Sumter, SC

February 2013 - September 2013

Cashier

- High social adaptability to account for hundreds of customer interactions per day - Ability to both recognize and assist with variety of customer and employee- based needs
- Established and maintained customer feedback and reliance through multiple communication channels
- Advertise deals, price cuts, limited and special offerings, competitor price balancing
- Loss-prevention awareness
- Cash Register proficiency
- Proficiency to run register in all areas
- Call-in availability

Education

High School Diploma

University of Charleston - Charleston, WV
(English)

2014

Western Governor's University
(Software Engineering)

2023

Skills

- IT Operations
- Technical Support
- Python Coding Language
- IT Service Management
- Computing
- Application Support
- Computer Maintenance
- Project Management
- Printer Support
- Laptop Support
- Networking
- Subnetting
- SSH
- Cable Management
- Windows
- Linux
- Imaging
- Virtual Machines
- Osha Certified
- Problem-solving
- Quality Assurance
- Quality Control
- Quality Inspection
- Analytical Skills

Languages

- Spanish - Intermediate