

Bevan Djernaes

Security Analytics Professional | Systems Administrator | Security Industry Specialist

Reliable and resourceful IT professional with over 15 years experience in the software development and security industries. Including Medical and Military operations. Experienced in desktop, network, security, technical support, systems design, administration, and maintenance. I have a proven track record to meet tight deadlines and provide solutions, with a commitment to employer/customer satisfaction. Excels in both team and solitary working situations. With a calm, confident professional resolve, and results focused work ethic.

PROFESSIONAL EXPERIENCE

Safegard Alarms – Lower Hutt, *Wellington*

2013-2022

Systems Architect/Administrator.

Responsible for all technical aspects of the ICT infrastructure for this 24/7, 365 days a year security business. Including alarm communications, telephony, the Monitoring platform, servers, user desktops, website domain, and the critical management of all software platforms and hardware employed, which included cloud and accounting databases. Operation was completely upgraded under my purview. Also responsible for deployment of new evolving technologies across the customer base and support of on-field technicians. Culminating in the relocation of the business, all systems and communications to a new location under new ownership in a virtually seamless manner in 2018.

- 100 percent up-time of the business over the entirety of my tenure
- Real time complete upgrade of the IT infrastructure with virtually no downtime.
- Designed a system to enable seamless transition of the business to new owners including approx 3000 client GPRS systems utilizing a DNS to monitoring server system.
- Full resiliency of the operation upgraded to deal with almost any situation including an emergency disaster recovery hot site.

Patriot Systems – Global, *Wellington*.

2004-2013

Technical Account Manager / Support Department Manager

Responsible for all aspects of support and client account management at a technical level, including installations, training, and documentation. The role included on-call unsupervised shift work. I acted as the highest tier of support before being elevated to support department manager, with lower-tier support working under me at the staff management and quality assurance level.

- Executed critical upgrades for NZ Police, and Military.
- Global travel to places such as South America in an installation and training capacity, Performing real time upgrades for critical public domain security infrastructure. Also some remote work utilizing resources like team-viewer, and terminal services (RDP)
- Developed excellent technical support skills. Including phone and shift work servicing clients who English was often not their first language. Mentored lower tier support staff.

PROFESSIONAL SKILLS

- Systems Administrator level expertise in the Windows server environment. (SBS, W7,8,10) and Microsoft Endpoint Configuration manager (SCCM).
- Network Administration, troubleshooting, and deployment in all aspects, including DNS, TSL, NAT, firewall and managed switch configuration.
- Skilled in Active Directory, Group Policy deployments, and Power-Shell.
- Microsoft Exchange server administration and deployment.
- Microsoft SQL server enterprise configuration and deployment with some skill in MSSQL query language. Experience with administration and maintenance of commercial databases.
- Intimate knowledge of GPRS systems and monitoring protocols such as CSV/IP, Bosch, DSC, Contact ID, SIA, etc. Various video surveillance technology systems, and alarm monitoring platforms such as Patriot, and CAMS, including relative hardware.
- Proven experience and results in maintaining and protecting commercial networks against common cyber security threats, intrusions, Viruses, and Ransom-ware.
- Additional experience with MACOS, Linux, and virtualization technology such as Hyper-V.
- Able to carry out most computer hardware repairs and upgrades. Including CCTV and alarm systems. Excellent time management skills to deliver results within strict time-frames.
- Well organized with experience in AGILE methodology and ITIL change management. Well developed technical and end-user documentation skills.
- System hardening and “Packet sniffing” forensic ability using utilities such as wire-shark and Nmap.
- Help-desk/troubleshooting and Customer service ability at all levels including management.
- Strong problem solving and analytical ability. Technical advisor in previous role.
- Public speaking and training ability. Able to convey complicated concepts in an easily understandable manner with high level interpersonal/conflict resolution skills.
- Ability to work to a high level in a team environment or alone.

RELEVANT QUALIFICATIONS

- CompTIA Security Analytics Professional – CSAP (Active – 06/2028)
- - CySA+ ce, - Security + ce , - Network + ce
- Diploma of Information technology - level 4

PERSONAL ACHIEVEMENTS AND INTERESTS

- National finalist in world battle of the bands, and featured in radio and magazines. Also opened for international acts, local well known bands, and headlined celebrations. (Waitangi day in Tauranga 2006 for example)
- Creative writer and avid voice over, audio/visual artist.

Referees

Available at request.