Djerhy Jn Baptiste

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CLOUD & SECURITY PROFESSIONAL | CISSP - AWS SYSOPS - COMPTIA X 7

SUMMARY

Versatile IT professional with expertise in cybersecurity, cloud infrastructure, and post-sales support. Proven success in technical account management, client enablement, and instructional delivery. Experienced across roles spanning enterprise sales engineering, community IT education, and broadband provisioning. Known for translating complex technology into actionable insight for learners, clients, and business stakeholders.

EDUCATION

Western Governors University - Bachelor's Degree, **Cloud Computing** | Graduated July 2022

CERTIFICATIONS

- **Security & Governance**: CISSP (ISC2), ITIL Foundation, Google Cybersecurity, Dell Security Specialist (Zero Trust, NIST)
- **Cloud & Systems:** AWS Certified SysOps Administrator, AWS Cloud Practitioner, CompTIA Cloud+, Oracle Cloud Foundations, Dell Cloud Infrastructure 3.0
- **Core IT & Networking**: CompTIA A+, Network+, Security+, PenTest+, Project+, Google IT Support
- **Additional:** IBM Machine Learning Certificate

TOOLS & TECHNICAL PROFICIENCY

- Linux: Ubuntu, Debian, Red Hat, CentOS, Kali | Tools: Bash, SSH, Wireshark, Nmap, Burp Suite
- Cloud: AWS, Azure, GCP | Tools: CloudWatch, IAM, CloudFormation, Docker, Kubernetes

- Security: SIEM, IDS/IPS, MITRE ATT&CK, Nessus, Metasploit, Snort, Endpoint Security
- Networking: SD-WAN, BGP, Subnetting, Cisco Packet Tracer
- Project Tools: Gantt Charts, WBS, Jira, Confluence, Risk Mgmt., Scheduling
- Soft Skills: Documentation, Communication, Curriculum Development, Stakeholder Engagement

PROFESSIONAL EXPERIENCE

- Broadband Provisioner | **BCN Telecom** | Oct 2024 - Present
  - Coordinate with internal teams and vendors for seamless onboarding and delivery of internet related services.

- POS Support Specialist II | **Shift4** | Mar 2024 - Jun 2024
  - Troubleshot POS systems and trained clients on device usage and best practices
  - Created internal documentation and supported junior team onboarding

- Account Executive II | **Dell Technologies** | Dec 2021 - Aug 2023
  - Managed cloud and cybersecurity services for enterprise accounts
  - Advised on infrastructure modernization and delivered post-sale technical support
  - Applied MEDDPICC and solution selling methodologies

- Technical Account Manager | **Advanced Communications Group (AT&T Partner)** | Jan 2019 - Nov 2021
  - Led client onboarding and deployment for AT&T network and cloud solutions
  - Delivered cybersecurity implementations, VoIP, DDoS protection, and hosted systems
  - Supported clients through major transitions, including during the COVID-19 pandemic

SKILLS SUMMARY

- Strong communication and instructional skills
- 10+ years combined experience in customer-facing technical roles
- Service delivery, problem solving, and client relationship management
- Professional content creation, resume and LinkedIn coaching, workforce upskilling