

Delpiero Batou

Majoring in Cyber Security

Shelby Twp, MI 48315

delpierobatou@gmail.com

+1 586 719 0233

I am a Cyber Security major who is very adamant about computers, networking, and servers. I also run my own server at home where I host my own website at <https://quantumcomputerz.com> along with several other virtual machines

Authorized to work in the US for any employer

Work Experience

Help Desk Engineer

Perry Johnson Inc - Troy, MI

May 2023 to Present

43Hrs/week

- Support and manage various systems across all of our company domains
- Develop infrastructure with Kubernetes and Intune to streamline support and policy administration
- Configure help desk software to better assist employees and streamline support tickets
- Hand built the infrastructure from scratch for Kubernetes, Intune, and the ticketing system
- Written Powershell and bash scripts to help administrate and install critical infrastructure within minutes
- Setup Remote Desktop Services for creating VMs that will run specific company software
- Creating a tunnel to our local system to Azure
- Creating a Remote Desktop Service farm in Azure that will be used to allow people to work from home safely
- Setup of call center with 10 desks/computers, 20 monitors, 10 sitting standing desks, and networking.

Job duties also include, but are not limited to:

- On-boarding new employees
- Azure account creation
- Writing intune Powershell scripts
- Terminating employees
- Remote Desktop Server administration

Technical Support Technician

The Wine Garden - Saint Clair Shores, MI

June 2019 to May 2023

20Hrs/week

Monitor clients Point of Sales System for 2 local convenience stores

duties include, but are not limited to,

The configuring modem/router and monitoring server

Performance ensures product information is up to date and accurate

Contact Tier 2 support when needed

Managing Point of Sale System

Updating inventory counts
Using SQL to create scripts for the database
Updating software
Wiring networks
Creating firewall rules

Sales Associate

Micro Center - Madison Heights, MI
August 2020 to December 2020

24hrs/week

Informing customers about products and services
Making recommendations that meet the customers quality and price expectations
Maintaining a clean and organized workspace
Stocking new items and maintaining inventory of assigned products

Store Associate

Kroger - Shelby, MI
September 2019 to March 2020

24Hrs/week

Assist customers with locating items through out the store
Assist cashiers in bagging customer's purchases
Observe customer inquires
Assist with janitorial tasks

Assistant Technician

CDS Inc. - Shelby Twp, MI
May 2018 to June 2019

15hrs/week

Served as sales associate
Served as computer repair Technician
Installed new software, replaced defective hardware, and troubleshooted operating system errors

Education

Associate in Cyber Security - Full Time Student

Macomb Community College - Utica, MI
January 2022 to Present

High school diploma

Henry Ford II High School - Sterling Heights, MI
September 2016 to May 2020

Skills

- Programming- Java, C++, HTML, Python (1 year)
- Desktop Support
- Microsoft Applications-Windows and Microsoft Office (1 year)

- Network Support-LAN,TCP/IP, Firewall, Routers/Modems (2 years)
- Cabling CAT5/Installing Fiber (4 years)
- Computer networking (3 years)
- LAN/WAN (3 years)
- Rack and Stack (1 year)
- TCP/IP Config/Troubleshooting (1 year)
- Network Firewalls (1 year)
- Network infrastructure (1 year)
- Active Directory
- DNS
- Help Desk
- Azure
- Active Directory
- Microsoft Office
- Windows
- Microsoft Windows Server
- DHCP
- IT
- Cloud infrastructure
- Software deployment

Certifications and Licenses

TestOut Network Pro

April 2021 to Present

This certification covers:

- Networking Basics
- Networking Devices and Connectors
- IP Configuration
- Routing and Switching
- Network Management
- Wireless, LANs, and WANs
- Network Security
- Network Policies and Procedures

TestOut Security Pro

December 2022 to Present

This certification covers:

- Hands-On Experience
- Securing Active Directory
- Linux Distributions
- Virtualization
- Secure Wireless Connections

- Router and Switch Security

Driver's License

Groups

Programming Mentor on Team 2851 Crevolution

January 2024 to Present

I am an Alumni of team 2851 where I was part of the programming team during my high school years. After I graduated high school, I left the team for a short period until I came back to help mentor. I help students learn programming and understand processes, while also making sure certain deadlines are met.

Additional Information

References:

Salwan (Sal) Atto

Project Manager - GVSC SharePoint Capability Lead

salwan.y.atto.civ@army.mil

586-457-4464

Malisa Rohe

Design Services

586-825-5735

rohem@gdls.com

Met while I was a student of a high school robotics team, and now we mentor together. I teach students programming.

Maile Wise

Deputy Chief Engineer

wisem@gdls.com

586-604-2763

Met while on a high school robotics team, and helped mentor the team with them now as a programming mentor.