

Derrick Dryer

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Date available to begin work: May 2025

SUMMARY STATEMENT

IT professional and military veteran skilled in maintaining complex systems, currently excelling in Computer Information Systems. Seeking to contribute as an Information Technology Specialist with the FBI.

PROFESSIONAL SKILLS

Education	University Senior pursuing Bachelors of Science in Computer Information Systems with a 3.90 GPA at Pennsylvania Western University
Technical Proficiency and Troubleshooting	Expert in diagnosing and resolving complex technical issues, with hands-on experience in maintaining and troubleshooting advanced systems, including the F-35A Fighter Aircraft's mechanical and electrical systems and FBI datacenter infrastructure.
Systems Installation and Maintenance	Proficient in installing, upgrading, and maintaining computer hardware and software systems, ensuring operational readiness and efficiency through meticulous maintenance and timely upgrades.

PROFESSIONAL WORK EXPERIENCE

Student Workforce Trainee, June 2024 – Present

Federal Bureau of Investigation

Salary: GS-4

Job Type: 16 hours per month, Internship

Supervisor: Amy Rourke, (412) 432-4184

- Collaborated Senior Information Technology Specialists in overseeing datacenter infrastructure.
- Participated in system upgrades, software installations, and routine maintenance to enhance operational efficiency.
- Installed, upgraded, and maintained computer hardware and data center infrastructure.
- Recorded, reported, and troubleshooted diagnostic failures
- Gained knowledge in datacenter level infrastructure, networking, operating systems, and operating procedures
- Managed and documented IT assets, ensuring accurate inventory tracking and compliance with federal policies.
- Assisted in the removal and storage of 250+ decommissioned 1U servers, completing task several months ahead of schedule.

Secretary, August 2020 – August 2021

Nu-Art Memorial, Salt Lake City, UT

Salary: \$18 per hour

Job Type: 40 hours per week, Full-Time

Supervisor: April Boff, (801) 486-1691

- Managed customer interactions, ensuring clarity on headstone production timelines and coordinating installations with cemeteries.
- Conducted digital and physical bookkeeping, ensuring accurate financial records.
- Provided receptionist duties, including greeting clients, answering calls, taking messages, and handling correspondence.
- Guided clients through headstone ordering, cleaning, and installation processes, addressing inquiries with expertise.
- Utilized persuasive sales techniques to effectively present and promote products and services to existing and potential customers.
- Analyzed customer needs through cost-benefit and needs analyses, customizing solutions to meet their requirements.
- Fostered positive business relationships to boost sales opportunities and ensure customer satisfaction.

Employee, July 2014 – September 2016

Pizza Marsala, Irwin, PA

Salary: \$10.25 per hour

Job Type: 40 hours per week, Full-Time

Supervisor: Humza Pehlivan, (724) 978-0444

- Set up and stocked food items and other necessary supplies.

- Prepared and cooked food items to specified recipes and standards.
- Maintained cleanliness and complied with food sanitation requirements by properly handling food and ensuring correct storage.
- Performed inventory checks and completed food storage logs.

EDUCATION

Bachelor of Science in Computer Information Systems, Expected Graduation: May 2025

Pennsylvania Western University, California, PA, GPA 3.98 – Dean’s List

RELEVANT COURSEWORK

- **Introduction to Information Systems**, Fall 2022
- **Application Programming I**, Spring 2022
- **Application Programming II**, Spring 2023
- **Systems Analysis and Design**, Spring 2023
- **Systems Project Management**, Fall 2024
- **Database Design and Modeling**, Fall 2023
- **Database Programming**, Spring 2024
- **Web Programming I**, Fall 2023
- **Web Programming II**, Spring 2024
- **Cisco CCNA I**, Fall 2023
- **Python**, Spring 2024
- **CIS Internship**, Summer 2024
- **COBOL**, Spring 2025
- **ERP**, Spring 2025
- **Senior Capstone I**, Fall 2024
- **Senior Capstone II**, Spring 2025

MILITARY EXPERIENCE

Airman Basic, September 2016 – June 2020

Branch: United States Air Force

388th Aircraft Maintenance Squadron, Hill Air Force Base, UT

Salary: \$20,797 per year

Job Type: 60 hours per week, Full-Time

Veterans Preference: 10-point/30% compensable

- *Serviced, troubleshooted, and maintained aircraft structure and engine systems, components, and related equipment.*
- *Trained, managed, and supervised over 30 personnel at home station while the 4th Aircraft Maintenance Unit was deployed. Ensured they were working on and completing their 5-level upgrade tasks.*
- *Ensured maintenance is documented in Autonomic Logistics Information System (ALIS), completed accurately and in a timely manner according to inspection and repair criteria listed in Joint-Technical Data (JTD). Maintained airworthiness of assigned aircraft through scheduled inspections, checks, adjustments, disassembly, removal, repair, modification, installation, operation, troubleshooting and diagnosing F-35 aircraft systems, components and accessories*
- *Backed Red Flag 19-1, performed 8 Post/Before Operation Servicing inspections and dispatched 2 aircraft enabling 159 sorties, 277 flight hours and a 94% mission capable rate.*
- *Exercise Combat Power Member, readied 31 aircraft and assisted 190 maintenance actions, 16 inspections and 3 tire changes resulting in 52 F-35A’s being dispatched.*

AWARDS

- Received Distinguished Honor Graduate from F-35 Technical Training School with a 98% average on all coursework.
- Received Letter of Appreciation from the 33rd Fighter Wing Commander at Eglin AFB, Florida for assisting Civil Engineering personnel in renovating ‘Murphy’s Field House’, a heritage building for 3 months.