

CHRIS DERING

Senior IT Support & Systems Engineer · Tier 3 / Infrastructure

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(714) 932-8400

Las Vegas, NV · Remote

Twelve years in IT operations, from onsite technician to top-tier escalation engineer. Deep in Windows Server, Active Directory and Microsoft 365 identity, virtual desktop infrastructure, and multi-tenant MSP environments, on a networking backbone, with a CCNA in routing, switching, and security. Known for isolating root cause across systems nobody owns end to end, then writing down the fix so it never escalates twice.

EXPERIENCE

Tier 3 IT Support Engineer

Jan 2022 to Present

IronOrbit / SACA Technologies · Remote

- Highest escalation tier for hundreds of MSP and cloud DaaS tenants: Active Directory and Microsoft 365 identity, MFA and conditional access, VPN and firewall policy, endpoint performance, and virtual desktop stability.
- Engineer and deliver client-facing projects end to end: tenant and file-server migrations, network redesigns and implementations, cloud/DaaS onboarding, and post-cutover validation.
- Own major-incident response: rapid triage under pressure, coordinated service restoration, root-cause analysis, and follow-up hardening so the same failure does not return.
- Troubleshoot the whole stack rather than the symptom, isolating faults across endpoint, server, hypervisor, identity, and network layers across multiple platforms.
- Author the SOP and knowledge-base library for recurring Tier 3 fixes, raising Tier 1/2 first-touch resolution and reducing what reaches the top tier.
- Act as the technical voice with clients during outages and projects: plain-language findings, clear expectations, steady updates.

Tier 2 Technical Lead

Nov 2018 to Dec 2021

IronOrbit / SACA Technologies · Anaheim, CA

- Primary Tier 2 escalation point for MSP and DaaS environments, driving complex Windows, network, and application faults to resolution inside SLA targets.
- Set the team's technical direction: coordinated escalations, mentored technicians, and standardized troubleshooting approach to improve consistency and time-to-resolution.
- Diagnosed LAN/WAN faults (VPN tunnels, VLANs, routing, DNS and DHCP, firewall rules) and drove ISP and vendor escalations to restore service.
- Supported Remote Desktop Services and virtual desktop environments: profile, session, and resource-contention issues that quietly degrade user experience.
- Performed onsite infrastructure work: server and endpoint repair, user and workstation migrations, hardware replacement and deployments.

Network & Systems Administrator

Jul 2013 to Nov 2018

Pacific Architectural Millwork · Brea, CA

- Sole administrator for Windows Server and core services across multiple manufacturing facilities: Active Directory, Group Policy, DNS/DHCP, file and storage, SQL Server, and Hyper-V.
- Built the Mexico office from an empty building: network, core services, and secure site-to-site connectivity back to headquarters, then supported its users alongside the U.S. teams.
- Owned backup and recoverability across sites, verifying restores so production data and line-of-business databases could actually be recovered.
- Planned and executed server and network upgrades with minimal production downtime; maintained Cisco routing and switching and administered the phone system.

Progressed from IT Technician to Network Specialist to Network & Systems Administrator.

CERTIFICATIONS

CCNA Routing & Switching

CCNA Security

CompTIA Security+

CompTIA A+

CompTIA Project+

CompTIA Linux+

EDUCATION

Western Governors University

B.S. Cybersecurity & Information Assurance, 2018

Santa Ana College

A.S. Computer Information Systems, 2015

TECHNICAL STACK

Identity & Directory

Active Directory, Group Policy, Microsoft 365 / Entra, MFA, conditional access

Server & Virtualization

Windows Server, Hyper-V, Remote Desktop Services, cloud DaaS, SQL Server, file and storage

Network & Security

Routing and switching, VLANs, DNS/DHCP, firewalls, site-to-site and client VPN, endpoint security and EDR

Operations

RMM/PSA platforms, PowerShell scripting, backup and disaster recovery, SOP and KB authoring

STRENGTHS

Root-cause troubleshooting · Major-incident command · Network and security hardening · Mentoring and escalation ownership · Client communication and expectation setting · Documentation