

Deja Wayne

Professional Summary

Motivated and security-conscious IT professional with 3+ years of hands-on experience in desktop support, vulnerability remediation, and secure system management. Adept at configuring and supporting enterprise-level tools such as CrowdStrike, Fortinet, Ivanti, JAMF, and Active Directory. Holds a Secret Clearance and a strong foundation in cybersecurity principles backed by multiple CompTIA certifications and a degree in progress. Experienced in both corporate and military IT environments, with proven success in managing security tools, resolving incidents, and improving IT operations.

Technical Skills

Security Tools: CrowdStrike, FortiClient, FortiToken, JAMF, Ivanti, PapercutMF, Mimecast, SentinelOne

Operating Systems: Windows 10/11, macOS, Linux (Ubuntu/CentOS), ChromeOS, iOS

IT Management: Active Directory, Azure AD, O365, MFA, SSO, MDM, Okta, Intune/Ivanti

Networking & Support: VPN, DNS, DHCP, TCP/IP, Microsoft Exchange, Service Desk

Other Tools: Microsoft 365, Google Workspace, Salesforce CRM

AV/Conference Room: Polycom, Crestron, MS Teams, Logitech, Barco Clickshare

Certifications

- CompTIA A+ (Jan 2024)
- CompTIA Network+ (March 2024)
- CompTIA Security+ (May 2024)
- CompTIA CYSA+ (Jan 2025)
- CompTIA Secure Infrastructure Specialist (May 2024)
- CompTIA Security Analytics Professional (Jan 2025)
- CompTIA IT Operations Specialist (March 2024)
- ITILv4 (March 2024)

- Linux Essentials (LPI) (July 2024)
 - SSCP (September 2025)
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Education

Doctor of Business Administration with IT Specialization (Expected March 2027)

South College

M.S Cybersecurity & Information Assurance (December 2025)

Western Governors University

B.S. Cybersecurity & Information Assurance (October 2025)

Western Governors University

- National Society of Leadership & Success

A.S. Criminal Justice (2023)

Waubensee Community College

- National Honor Society
- National Society of Leadership & Success

High School Diploma (2014)

Thornwood High School, South Holland, IL

- National Honor Society
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Work Experience

Climate Pros – IT Help Desk Technician

June 2025 – Present

- Provided Tier 1–2 technical support for end users, including hardware, software, network connectivity, and account access troubleshooting
- Administered user accounts and security groups in Active Directory and Azure AD; enforced least-privilege and MFA policies
- Managed Microsoft 365 user provisioning, license assignments, mailbox permissions, and Teams/SharePoint access controls
- Monitored email security through Mime-cast, reviewing and releasing quarantined messages, filtering spam/phishing, and managing allow/deny policies

Cramer-Krasselt – Desktop Service Tech

April 2024 – June 2025

- Performed software updates and patch management across Windows, Linux, and macOS systems.
- Aided infrastructure team in threat remediation via CrowdStrike tools.
- Configured user VPN and multi-factor authentication using FortiToken and FortiClient.
- Conducted internal security awareness training.
- Managed provisioning of accounts and devices via Active Directory, Ivanti, and JAMF.
- Provided printer support using PapercutMF and handled AV/Polycom conference setups using Polycom tools

Republic Bank of Chicago – Service Desk Analyst

Sept 2023 – Apr 2024

- Managed provisioning of laptops and MDM configurations.
- Investigated security incidents using CrowdStrike and log audit tools.
- Used Active Directory to configure permissions, security groups, and access rights.
- Imaged laptops based on department-specific requirements.
- Provided printer support using PapercutMF and handled AV/Polytech conference setups using Barco Clickshare, Logitech, and Polytech tools.

Second Chance Transport – IT Support Technician

Jan 2020 – Jun 2023

- Installed and supported Windows OS and Microsoft Office environments.
- Performed hardware support: memory upgrades, hard drive replacement.
- Maintained virus removal and remediation processes.
- Managed Active Directory for user account management.

Military Experience

US Air Force Reserves – Intelligence Analyst

December 2025 - Present

- **Clearance:** Top Secret (in process)
- Utilized classified intelligence systems, databases, and analytical tools to gather and validate information
- Collaborated with joint, interagency, and coalition partners to share intelligence and synchronize operations
- Supported targeting and operational planning by assessing threat networks, vulnerabilities, and intent
- Maintained strict adherence to security protocols, classification requirements, and information handling standards
- Conducted threat intelligence analysis to identify cyber adversary tactics, techniques, and procedures (TTPs), producing reports that informed defensive security posture and incident response operations

US Air Force Reserves – Personnel Technician

Sept 2023 – November 2025

- **Clearance:** Active Secret Clearance
- Managed and analyzed Air Force HR systems and policy compliance.
- Provided data-driven recommendations to leadership on personnel actions.

US Air Force Reserves – Ophthalmic Technician

Nov 2022 – Sept 2023

- Supported optometry clinic operations and equipment management.

US Army Reserves – Human Resource Specialist / Motor Transport Operator

Aug 2014 – Aug 2022

- Conducted HR actions including reclassification and assignment processing.
- Operated military transport vehicles and implemented convoy defense procedures

Additional Experience

RATIONAL Cooking Systems – Customer Success Specialist (2022 – 2023)

- Qualify prospects via internet investigation and telephone communication, thus developing it into a functional record where we can interact and support the customer

Launch Technical Workforce Solutions – Aviation/Veteran Recruiter (2022)

- Build and maintain network of potential candidates through proactive market research and ongoing relationship management; conduct in-depth interviews of potential candidates, demonstrating ability to anticipate hiring manager preferences through high interview-to-offer ratio

Comcast, Verizon, AT&T – Customer Service & Sales (2019 – 2022)

- Be an ongoing example of customer service and lead the customer support and service team to deliver accurate, timely, helpful responses to customer's questions or support needs.
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