DYLAN FERKOVICH

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Summary

Detail-oriented IT and cybersecurity specialist with a proven track record in threat detection, secure infrastructure, and hardware/application support. Combines first-touch issue resolution and system optimization with a commitment to regulatory compliance and cross-functional collaboration. Passionate about protecting systems and delivering exceptional, user-focused support in fast-paced environments.

Certifications

- CompTIA A+ Certified | CompTIA Network+ Certified | CompTIA Security+ Certified | Google IT Support

Experience

RainFocus
Security Analyst Intern | *May 2025 – Present*

- Detected and mitigated potential breaches by enhancing existing threat monitoring systems.
- Helped address inconsistent incident response protocols by standardizing documentation processes.
- Reduced internal training gaps by creating engaging, digestible security awareness content for employees.
- Collaborated on compliance improvements, aiding in meeting key audit checkpoints.
- Developed a simulated incident response plan for a critical threat vector as a final capstone, presenting findings and strategic recommendations to senior leadership.

SimpliVerified
IT Support & Compliance Specialist | *Sept 2023 – May 2025*

- Delivered remote and onsite support for enterprise systems, including user access, hardware, and VoIP setup.
- Implemented workflow automations using Python, enhancing background check processing speed by 15%.
- Maintained high standards for first contact resolution, data integrity, security, and regulatory compliance (FCRA, GDPR).
- Improved first-contact resolution rates by updating the technical knowledge base and collaborating with internal teams on incident response.

LendingClub
Credit Analyst | *June 2022 – Aug 2023*

- Streamlined loan processing through software optimization and scripting to support financial operations.
- Facilitated secure data handling and implemented system enhancements for regulatory compliance.
- Worked with IT to troubleshoot access issues, conduct system maintenance, and assist with software deployments.
- Liaised with IT to deploy secure systems for data handling and ensure compliance with financial regulations.

Vivint Smart Home
Technical Support Engineer | *June 2021 – Mar 2022*

- Achieved a 90% customer satisfaction rating while resolving an average of 20+ daily tickets for hardware and Camera application issues.
- Resolved complex technical issues using remote tools and escalated unresolved cases to engineering.
- Used Zendesk to track incidents, maintaining service documentation in line with company standards.
- Delivered technical customer service to external and internal clients.
- Monitored, maintained and supported the organization through Google Workspace and Microsoft 365 platforms

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Education

Western Governors University
B.S. Cybersecurity and Information Assurance | Expected Graduation: March 2026

Salt Lake Community College
A.S. Associate of Science| May 2023

Technical Skills & Core Competencies

- **Security & Compliance:** Threat Detection • Vulnerability Assessment • Incident Response • Risk Mitigation • Security Awareness • GDPR & FCRA

- **Operating Systems:** Windows (7, 10, 11) • macOS • Linux (Ubuntu, Kali)

- **Systems & Support:** Hardware & Software Support • User Access Management • Remote Desktop Tools • Incident Resolution • Root Cause Analysis • Ticketing Systems (Zendesk, ServiceNow)
- **Networking:** TCP/IP • DNS • DHCP • VPN • Routers & Switches

- **Scripting & Automation:** Python • PowerShell • Bash • SQL

- **Platforms & Tools:** Active Directory • Microsoft 365 • Google Workspace • ServiceNow • Exchange • Virtualization • Cloud Hosting • GitHub • Wireshark • Nmap