

Edward Perry

IT and Computer Operations | Cybersecurity

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PROFESSIONAL SUMMARY

IT professional building toward a career in cybersecurity. Computer operator handling batch operations, with Tier 2 help desk experience troubleshooting network, application, and account problems. Co-founder of Smart Solutions, a small technology business. Builds security practice tools and writes The Digital Firefighter. Former firefighter and EMT.

PROFESSIONAL EXPERIENCE

Computer Operator, Batch Operations | Sammons Financial Group

Contract through Paragon IT Professionals | September 2026 to present

- Monitor scheduled batch jobs and workflows in Control-M; follow runbooks for failed jobs, open incidents, and escalate to development and support teams.
- Keep time-sensitive jobs on schedule, including policy documents, statements, and service letters, coordinating with IT, development, and operations teams.
- Troubleshoot printers, print queues, and connectivity issues during daily system checks, and keep operational records in Excel.

Co-Founder | Smart Solutions

2024 to present

- Co-founded a small technology business that builds websites, custom software, and AI tools, and provides IT setup and support.
- Design and build websites and web apps from first draft to launch, including eddie-perry.com.

Tier 2 Help Desk Technician | ICS Advanced Technologies

Contract through Robert Half | June 2026 to September 2026

- Handled escalated connectivity, service, application, and account issues using Reactor, Calix Cloud, SolarWinds, MikroTik WinBox, VPN tools, and Microsoft 365.
- Built a shared Excel tracker for more than 1,500 onboarding records, with readiness checks, duplicate review, team assignments, and five dashboard views.

Firefighter and EMT | Granger Fire and EMS and Delaware Township

January 2025 to April 2026

- Assessed emergencies, wrote incident reports, and passed information to other responders.

Business Development Manager | Worldwide Logistics

February 2024 to January 2025

- Investigated service and billing discrepancies and worked with operations, finance, and account teams to resolve them.

Wireless Consultant and Assistant Manager | Cellular Sales

Verizon Authorized Retailer | October 2017 to October 2021

- Troubleshot mobile devices, connectivity, and account access; explained fixes and trained customers and employees on product features and account security.

SELECTED TECHNICAL PROJECTS

Shift Zero | Security Practice Website

- Built a security practice website with 12 investigations and 8 networking lessons. Answers are checked on the server, exercises use fictional evidence, and nothing contacts a live system.

VIPER | Personal AI Support Tool

- Built a private Node.js prototype that checks available Ollama models and chooses where to send a question. Added controls to keep requests on the computer and documented what happens when a model is unavailable.

TECHNICAL SKILLS

Professional: Control-M, batch job monitoring, incident escalation, Windows, Microsoft 365, Excel, Reactor, SolarWinds, Calix Cloud, MikroTik WinBox, VPN troubleshooting, escalation documentation.

Personal projects: TypeScript, React, Node.js, Git, Cloudflare, Ollama, APIs, security and networking exercises.