Austin Dachel

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SUMMARY

Recent graduate with a Bachelor's degree in Computer Information Systems, concentrating on cybersecurity, and pursuing my Masters degree in Cybersecurity and Information Assurance. Experienced in managing lab infrastructure, enforcing security protocols, and troubleshooting complex system issues. Skilled in Python, CLI, Ansible, Bash, Docker, and networking technologies.

EXPERIENCE

Ateme, IT Lab Manager
Jan 2025 - Present

• Managed daily operations of a technical lab, enhancing system efficiency by through automation with Bash, Ansible, and Docker, reducing system runtime by 29%.
• Oversee hardware deployment, VLANs, DHCP, multicast, and system imaging, ensuring lab readiness for internal and external scenarios.
• Troubleshot complex system issues, collaborating cross-functionally to maintain documentation, manage inventory, and enforce security protocols.

Ateme, Media Engineer
May 2023 - Jan 2025

• Managed and maintained lab infrastructure, ensuring security protocols were enforced and troubleshooting complex system issues, contributing to a secure and efficient environment.
• Enhanced system efficiency through automation with Bash, Ansible, and Docker, reducing system runtime by 29%.
• Troubleshot issues in Linux, Windows, Docker, and Kubernetes environments, utilizing CLI tools, Python, Ansible, YAML, and JSON formats.

Verizon, Solutions Specialist
Aug 2019 - May 2023

• Identified customer needs and provided tailored tech solutions, enhancing customer satisfaction rates by 15%.
• Promoted new products to drive sales and engagement, achieving a 22% increase in sales at the location I worked at.
• Collaborated with team members to balance workloads and improve customer experience, resulting in an improvement in team efficiency.

EDUCATION

University of Colorado Denver
Master of Science • Cybersecurityand Information Assurance   •2026 - 2028

Metropolitan State University of Denver
Bachelorof Science • ComputerInformation Systems and Data Analytics
3.5 GPA

LICENSES & CERTIFICATIONS

Cyber Security 101
TryHackMe • THM-DHQHPHEIQA •   Issued Apr 2025

SKILLS

Python • CLI • Ansible • Bash • Docker • Cisco/FS/Ubiquiti Networking • TCP/UDP • VLANs • DHCP • Multicast