Douglas A. Stewart

Fort Worth, TX 76137   682-597-6658
dougstewart.tech   doug.alan.stewart@gmail.com

IT Engineer

Driven IT enthusiast, gaining experience in Linux server environments through professional work and a home lab. Currently spending my downtime by practicing Python, exploring tryhackme.com, improving my home lab, deploying new systems to cement my coursework, and helping friends work through computing issues.

SKILLS

- Strong oral and written communication skills with subordinates, peers, management, cross-functional organizations, executive leadership, internal and external customers, and third-parties.
- Experience training and leading teams of 2 to 15 cross-functional employees plus outside consultants.

CERTIFICATIONS

- CompTIA CIOS
- CompTIA A+
- CompTIA Network+
- CompTIA Security+ (ECD 4/2024)

HIGH-IMPACT RESULTS

- Turned around a low performing underwriting organization by traveling and training underwriting centers. By focusing on clear interdepartmental communication, I was able to increase accuracy scores for modification underwriting by 18%, maintaining 95% scores after the training sessions. I was also able to reduce average time to completion for underwriting by 2 weeks bringing the organization within government regulations.
- Prepared information, proof of compliance statistics, and details for senior management's use during calls with government auditors. Provided real-time online support to assist management team in answering auditor questions during each call.
- Selected as initial trainer for new hires, including on-the-job training, shadowing, and mentoring for day-to-day responsibilities, as well as system functionality and familiarity. Subsequently managed team of five trainers.
- **Restored aged computer and launched as a home server** running RHEL that works as a DNS sinkhole and network accessed storage (NAS), and content filter.
- **Launched website resume;** purchased a domain, designed, and launched a website detailing my start and growth in IT; exploring and modifying the HTML code to present an accurate image of who I am.

Home Lab Experience

- Hardened home Linux servers, forced SSH login to use Public/Private key pair, enabled auto updates, changed the port for SSH login, and disabled SSH root login.
- Designed, checked compatibility, purchased components, built, and deployed a desktop computer with a focus on virtual machine capability for additional home lab work. Build was completed on budget and above performance benchmark requirements.
- Upgraded HP laptop to dual boot Windows 10 and Ubuntu 22.04 LTS to function as day-to-day computer.
- Launched help desk ticket server to document and track requests from friends for server installs as well as home projects.
- Launched Proxmox server to experiment with a Type 1 Hypervisor and learn Containers.
- Launched Ansible server to learn automation and apply lessons from scripting study work.
- Created automation scripts using Bash and Python3 as part of coursework and server updates and maintenance.

PROFESSIONAL EXPERIENCE

Spark Power – 4900 Diplomacy Rd, Fort Worth TX 76155   2023-Present
  Renewable Power Operator   2023
- Monitored 320 solar sites for offline equipment, forwarding any apparent underperformance to analyst team for further review.
- Clearly and concisely communicate with federal regulators, informing of production limitations and energy curtailment restraints.

  Analyst   2024-Present
- Generate and present monthly and yearly reports for internal and external customers.
- Interpret raw data coming from 320 solar sites, detecting issues with production from string outages, and tracking; Categorizing and calculating underperformance based on hardware, software or weather.
- RDP into sites and servers confirming connectivity of the local network to ensure data integrity.
- Partnered with SCADA Engineer in further development of webapp managing outage information, improving filtering as well as matching network mapping to physical mapping onsite.

Gateway Church – 1101 N. Carroll Ave, Southlake TX 76092
  Site Security Manager/Senior Security Officer/Security Officer   2019-Present
- Manage security and safety team of up to 15, including hiring, enforcing disciplinary action, and publishing schedule for security officers, plain clothes team, and medical personnel.
- Write detailed reports on any abnormal event, documenting any unusual events including the details listed above.
- Created employee training guide for Access Control systems emphasizing principle of least access. Guide included training on process for coding employee access badges to disarm security alarms across ten sites and to update/remove access for employees recently transitioning roles or terminated.

Iris Wade Express – 2701 Texas Longhorn Way, Fort Worth, TX 76177
  Truck Driver   2019-2020
Fine Line Production – 221 Regal Pkwy, Euless, TX 76040
  Quality Assurance   2019
Thrivent Financial – 101 Bourland Rd, Keller, TX 76248
  Financial Planner   2018-2019
Triumph Aerostructures – 1401 Nolan Ryan Expy, Arlington, TX 76011
  Engineering Aide   2016-2018
- Managed team of five interns, growing their skill in the Microsoft suite and standardizing processes and reports to allow quick handoff and development of presentations.
- Researched and provided recommendations on purchase of additional electronic tools to assist in software license management, task tracking, and database configuration.

Wells Fargo – 250 E John Carpenter Freeway, Irving, TX 75062
  Mortgage Loan Processor   2015-2016
Bank of America – 4200 Amon Carter Boulevard, Fort Worth, TX 76155   2010-2015
  Project Manager/ Operations Consultant   2013-2015
- Facilitated training for existing underwriting personnel at regional locations regarding new government regulations and compliance procedures. Each site achieved and maintained 95 percent quality rating after training.
- Hosted weekly calls with Underwriting senior management to review escalated issues and propose/implement solutions.

  Mortgage Underwriter   2011-2013
  Mortgage Collector (Escalation Team)   2010-2011