

Dylan Weers

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SUMMARY

Experienced IT professional with ten years of hands-on experience in IT support, system administration, and security analysis. Skilled in implementing and maintaining IT solutions to optimize operations and enhance security measures.

EXPERIENCE

IT Lead

Legend Senior Living

June 2023 - October 2025, Wichita, KS

- Developed and maintained automation scripts with PowerShell to manage employee account lifecycle processes in Active Directory, improving consistency and reducing manual workload automating 17 percent of tickets.
- Independently setup and maintained a Windows Deployment Services (WDS) system to streamline OS deployment across the organization saving 8 man hours a week.
- Conducted incident response activities using Meraki, Unifi and Open Source security reporting systems, identifying and resolving security threats.
- Coordinated vendor relationships to streamline procurement of IT hardware and software, resulting in smoother deployment cycles and cost containment across multiple departments.

Business Apps Analyst L2

Buchanan Technologies

July 2018 - June 2023, Wichita, KS

- Streamlined incident resolution processes by documenting over 75 knowledge base articles and standard operating procedures for platforms including eLeads, Concur, and Oracle Fusion, increasing first-contact resolution rate by 22%.
- Diagnosed root causes of recurring application issues by conducting comprehensive data analysis across integrated platforms, enabling more efficient troubleshooting and long-term solution implementation.
- Overhauled agent metric system to provide feedback to agents and management.

Support Specialist

WSU Tech

February 2018 - July 2018, Wichita, KS

- Configured software installations and updates across campus devices, ensuring seamless integration with existing IT infrastructure at WSU Tech.
- Resolved technical issues for faculty and staff by providing prompt support for hardware, software, and network concerns, contributing to improved campus technology reliability at WSU Tech.

IT Help Desk Technician

KanOkla Networks

May 2016 - July 2017, Caldwell, KS

- Supported remote DHCP and network servers across multiple locations, managing customer accounts and resolving technical issues efficiently.
 - Configured and maintained endpoint devices, ensuring secure connectivity and seamless user access across the organization's network infrastructure.
 - Diagnosed network connectivity and hardware issues for end users, deploying tailored troubleshooting workflows to minimize downtime and reinforce operational efficiency.
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EDUCATION

Associate of Applied Science: Technology Systems

WSU Tech • Wichita, KS • 2018

Network +

2026

SKILLS

Soft Skills: Verbal Communication, Written Communication, Diplomacy

Hard Skills: Networking, VLAN, TCP/IP, Powershell, HTML, Python, WDS, Cisco, Unifi, Subnetting
