DOMINIQUE MINOR

IT SUPPORT | APPLICATION SUPPORT | SYSTEMS ADMINISTRATION | NETWORK OPERATIONS | CYBERSECURITY

U.S. ARMY VETERAN | ACTIVE DoD SECRET CLEARANCE | SECURITY+ | CISCO CYBEROPS | ITIL 4

Forney, TX 75126 | (469) 554-6545 | Dominiquereddd.dm@icloud.com | linkedin.com/in/dominique-minor-20393629b | dminorportfolio.live

PROFESSIONAL BRAND

Security-cleared U.S. Army veteran and versatile IT professional with hands-on experience supporting enterprise users, deploying and validating 500+ Windows endpoints, resolving 40+ daily technical and account-access requests, and operating a live cloud-deployed automation platform. Combines customer-first support, disciplined troubleshooting and documentation, networking and cybersecurity foundations, and practical exposure to Python applications, GitHub/Railway deployments, SQLite persistence, APIs, role-based access control, and AI-assisted workflows. Earned an Associate of Applied Science in Cybersecurity and Networking from DeVry University in August 2026 and is continuing toward a B.S. in Cybersecurity and Networking with a 3.95 GPA and three consecutive Dean's List terms.

CAREER HIGHLIGHTS | *Selected STAR achievement statements*

Enterprise Endpoint Deployment

Imaged, configured, patched, staged, and validated 500+ Windows 10/11 endpoints, ensuring devices met deployment, security, inventory, and user-readiness standards before handoff.

High-Volume Healthcare Support

Resolved 40+ daily account, application, portal, VPN, and workflow requests in a HIPAA-regulated environment while maintaining secure identity verification, detailed case notes, and timely escalation.

Cloud Application Operations

Designed, deployed, and operate a live Python AI automation platform using GitHub, Railway, Docker, SQLite, Discord/OpenAI APIs, persistent storage, health diagnostics, CI/CD validation, and role-based workflows; troubleshoot production incidents through logs, configuration review, and deployment verification.

Mission Readiness & Accountability

Maintained and troubleshot communications and operational equipment while tracking service status, corrective actions, and chain-of-custody records during time-sensitive Army operations.

Training & Knowledge Transfer

Trained new associates and junior soldiers on systems, procedures, documentation, safety, and service expectations, helping teammates reach independent performance more quickly and consistently.

Academic & Certification Growth

Earned an Associate of Applied Science in Cybersecurity and Networking in August 2026 while maintaining a 3.95 GPA, three Dean's List terms, and a broad IT/security foundation through Security+, Cisco, Microsoft, ITIL 4, Google, and NIST training.

CORE TECHNICAL COMPETENCIES

Service Desk & Customer Support

Tier 1-2 support, phone/chat/email assistance, ticket triage, incident and request workflows, prioritization, escalation, SLA awareness, follow-through, knowledge-base use, customer satisfaction

Windows & Endpoint Operations

Windows 10/11, imaging, staging, patching, drivers, applications, device validation, hardware/software troubleshooting, peripherals, cable management, secure handling, asset lifecycle tracking

Application & Cloud Support

Cloud-hosted application operations, GitHub/Railway deployment workflow, Docker validation, environment variables, persistent volumes, application health checks, log-based troubleshooting, API integration support, release verification, and production incident analysis

Microsoft & Identity Foundations

Microsoft 365, Outlook, Teams, OneDrive, account access, password and MFA support, Active Directory and Entra ID fundamentals, users, groups, RBAC, least privilege, Group Policy exposure

Networking & Infrastructure

TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi, routing and switching fundamentals, IP addressing, subnetting, VLAN concepts, NAT, ping, tracert, nslookup, connectivity isolation

Cybersecurity Operations

Security alert and log analysis concepts, phishing analysis, incident response, evidence documentation, endpoint security and EDR concepts, vulnerability awareness, NIST CSF, risk and control fundamentals

Automation, Data & APIs

Python scripting fundamentals, SQLite/SQL, REST/API integration concepts, Discord and OpenAI API exposure, JSON, data validation, persistent state, structured automation, CI/CD testing, AI-assisted development, and human-in-the-loop controls

Compliance & Documentation

HIPAA, PHI/PII protection, OPSEC, chain of custody, secure access, SOPs, runbooks, technical reports, escalation notes, audit-ready records, process documentation, training materials

PROFESSIONAL EXPERIENCE

Customer Service Representative / Tier 1-2 Enterprise Support | CVS / Aetna

08/2025 - 10/2025

Healthcare technology and member support | HIPAA-regulated operations — Remote

- Resolved 40+ daily cases involving account access, authentication, member portals, enterprise applications, VPN/connectivity, workflow questions, and service requests while balancing quality, accuracy, and call-volume expectations.
- Gathered symptoms, verified identity, reviewed available records, followed approved troubleshooting paths, and guided users through clear resolution steps before escalating issues that required specialized teams.
- Used Salesforce, GPS, HRP, Rumba, Cisco Jabber, VPN tools, and related systems to analyze issues, document activity, coordinate resolution, and preserve continuity across a high-volume queue.
- Recorded complete case histories, business impact, troubleshooting actions, status updates, escalation details, and next steps, producing auditable documentation that reduced confusion during handoffs.
- Protected PHI and PII through HIPAA safeguards, secure identity verification, least-privilege awareness, approved access procedures, and careful handling of sensitive information.
- Maintained calm, empathetic communication with members, providers, and internal teams during complex or time-sensitive situations, helping preserve trust while driving cases toward resolution.

IT Deployment Technician / Desktop Support | GTS Technology Solutions
05/2025 - 08/2025

Enterprise Windows deployment | Endpoint, hardware, and asset operations — Dallas, TX

- Imaged, configured, patched, staged, and validated 500+ Windows 10/11 endpoints for enterprise rollout, ensuring each system met technical, security, inventory, and deployment-readiness standards before handoff.
- Installed and verified drivers, Microsoft 365 applications, network profiles, endpoint protection, peripherals, and approved configurations while applying consistent quality-control procedures.
- Troubleshot hardware, software, driver, peripheral, and connectivity issues; applied approved corrections and escalated infrastructure or engineering blockers with clear evidence and impact details.
- Completed workstation setup, cable management, secure-device handling, inventory checks, and readiness testing in a structured deployment environment with tight schedules and quality expectations.
- Tracked asset tags, serial numbers, shipment status, device condition, configuration progress, and deployment outcomes, supporting accurate lifecycle records and on-time project delivery.
- Partnered with technicians and project leads to identify recurring deployment problems, compare working configurations, and restore affected systems before they reached end users.

Cargo Specialist (88H) / Communications & Equipment Support | U.S. Army / U.S. Army Reserve
06/2019 - Present

Active Duty: 06/2019 - 03/2024 | Army Reserve: 03/2024 - Present — Active Duty & Reserve

- Maintained, operated, and troubleshot mission-critical communications and support equipment while tracking readiness, service issues, and corrective actions in environments where availability and secure handling were essential.
- Managed cargo, equipment, manifests, inspections, serial records, and secure handoffs using strict accountability and chain-of-custody procedures to support safe, accurate, and timely mission execution.
- Diagnosed equipment and operational problems, coordinated corrective actions, communicated risk and status to leaders, and escalated time-sensitive issues to reduce mission disruption.
- Applied OPSEC, access control, safety standards, secure information handling, and standardized procedures while maintaining an Active DoD Secret Clearance.
- Trained and mentored junior soldiers on equipment procedures, documentation, safety, quality controls, and mission-readiness expectations, reinforcing consistency and accountability across the team.
- Collaborated across transportation, operations, maintenance, and leadership teams under changing priorities, demonstrating sound judgment, adaptability, and follow-through in high-pressure conditions.

Networking Administration & Cybersecurity Trainee | ComputerMinds
04/2024 - 02/2025

Structured bootcamp completed in Networking Administration & Cybersecurity — Remote / Lab

- Completed hands-on training in Windows support, networking, systems administration, help desk practices, cybersecurity operations, incident response, endpoint security, and structured troubleshooting.
- Configured and troubleshot Windows workstations, user access, TCP/IP, DNS, DHCP, VPN connectivity, routing and switching scenarios, and common endpoint service issues in lab environments.
- Practiced ticket triage, escalation, technical documentation, password and access support, system-log review, phishing analysis, vulnerability awareness, and incident-response workflows.
- Applied security principles including least privilege, access control, network segmentation concepts, endpoint protection, risk identification, evidence handling, and NIST-aligned response practices.
- Developed repeatable troubleshooting habits by gathering symptoms, isolating likely causes, testing corrective actions, documenting results, and communicating technical findings clearly.

Customer Service Associate | Walmart
01/2018 - 06/2019

Customer service | POS and inventory technology — Lancaster, TX

- Provided frontline support in a high-traffic environment using POS systems, handheld scanners, inventory applications, and technology-enabled workflows to resolve customer needs accurately and efficiently.
- Documented customer concerns, verified product and transaction information, and coordinated escalations with team leads and other departments to drive timely resolution.
- Trained new associates on POS systems, store applications, service procedures, and customer-experience standards, helping improve confidence and consistency during onboarding.
- Maintained accurate cash handling, returns, inventory, and transaction records while balancing competing priorities and professional communication.

FEATURED TECHNICAL PROJECT

Built Different AI / CoachNoChill AI | AI Assistant Commissioner & Cloud Automation Platform

08/2026 - Present

Independent live application project | Python • GitHub • Railway • SQLite • Discord API • OpenAI API

- Designed, built, deployed, and operate a production Python/Discord AI Assistant Commissioner platform supporting a live 32-team online league, integrating Discord.py, the OpenAI API, SQLite persistence, GitHub source control, Docker validation, Railway cloud hosting, persistent storage, and environment-based configuration into one continuously operated application.
- Architected state-aware commissioner workflows for matchup scheduling, 90-minute response reminders, end-of-day escalation, league-health monitoring, owner reliability, commissioner action queues, owner-departure detection, replacement-owner tracking, recruitment follow-up, versioned rules acknowledgment, onboarding, advance reporting, and natural-language commissioner assistance through /commishask.
- Built a persistent evidence and state layer with SQLite and WAL-compatible handling for ownership records, rule acknowledgments, event receipts, runtime events, scheduling state, AI recommendations, replacement-pipeline activity, deduplication keys, and restart/redeployment reconciliation so operational context survives application releases.
- Implemented role-based access control, command gating, least-privilege workflows, audit-ready event tracking, and human-in-the-loop AI safeguards that separate verified facts from recommendations and reserve final authority for Force Wins, discipline, trades, upgrades, cases, and replacement-owner selection to authorized commissioners.
- Hardened production data protection with startup SQLite integrity checks, PRAGMA quick_check validation, verified online backups, restore-probe testing, retention controls, periodic backup automation, and fail-closed behavior when an existing database is unreadable or corrupt, reducing the risk of silent data loss during deployment or recovery.
- Performed production incident troubleshooting using logs, configuration review, deployment history, and runtime behavior; recovered the correct 32-team ownership state after a malformed DATA_DIR configuration pointed the application to a new empty database instead of the Railway persistent volume.
- Diagnosed repeated Discord API HTTP 429 rate limits that delayed slash-command publication, traced the issue to redundant startup command synchronization, and redesigned synchronization to wait for Gateway readiness, coalesce duplicate requests, and retry in the background so the bot remains available during API throttling.
- Designed white-label and profile-isolation controls so CoachNoChill and M27 deployments can share a codebase while maintaining separate feature gates, league behavior, configuration, storage, and production boundaries, reducing the risk of one league inheriting another league's custom automation.
- Established a feature-branch and pull-request CI/CD workflow with Python compile gates, GitHub Actions, regression/integration testing, Docker builds, exact commit verification, and Railway deployment/runtime checks; maintained 287 passing automated tests while validating high-risk changes before production merges.
- Improved usability for nontechnical users by translating command-heavy administrative tasks into guided Discord workflows, contextual responses, open-team visibility, replacement-owner onboarding, plain-English explanations, and next-step guidance while preserving commissioner oversight and auditable system behavior.

TECHNICAL PROJECTS & APPLIED LEARNING

- AWS VPC Architecture Design - Designed a cloud network using a /16 VPC, two public and two private subnets, an Internet Gateway, NAT Gateway, route tables, availability considerations, and security controls; documented traffic flow and business rationale.
- Cybersecurity Incident Response & Forensics Labs - Analyzed simulated incidents, Windows and network artifacts, security alerts, email indicators, and logs; practiced containment, eradication, recovery, evidence preservation, escalation, and post-incident documentation.
- Cisco Networking Academy Labs - Configured and troubleshot IP addressing, subnetting, routing, switching, DNS, DHCP, VPN, VLAN, NAT, and connectivity scenarios using structured diagnostics and command-line tools.
- Windows Endpoint Lifecycle Project - Performed imaging, configuration, patching, application setup, network-profile validation, security-baseline checks, asset documentation, quality control, and deployment-readiness testing for enterprise workstations.
- Service Desk & ITIL Simulations - Datacom / Forage - Practiced ticket categorization, priority assessment, troubleshooting, escalation, customer communication, incident restoration, and documentation using ITIL-aligned service-management concepts.
- Cybersecurity Awareness Simulation - Mastercard / Forage - Evaluated phishing indicators, summarized security risks, and developed user-focused awareness recommendations designed to improve reporting and reduce preventable security exposure.
- Programming & Data Fundamentals - Used Python fundamentals and SQL query concepts to organize information, interpret results, support simple automation logic, and strengthen analytical problem-solving through academic exercises.
- Technical Project Management Exercises - Created task structures, schedules, dependencies, and project documentation while comparing Waterfall, Agile, Scrum, and Kanban approaches for small technical initiatives.

EDUCATION & ACADEMIC RECORD

Associate of Applied Science in Cybersecurity and Networking | DeVry University

Completed August 2026 | GPA: 3.95 | Good Academic Standing

Dean's List: Summer 2025, Fall 2025, Spring 2026

Bachelor of Science in Cybersecurity and Networking | DeVry University

Expected 2027 | GPA: 3.95 | Continuing undergraduate study after A.A.S. completion

Completed coursework: Introduction to Technology and Information Systems, College Algebra, Programming, Critical Thinking, Operating Systems, Digital Devices, Economics, Public Speaking, Technical Writing, Cybersecurity and Data Privacy, Ethical Hacking, Information Technology and Networking Fundamentals, Career Development, and Ethics & Legal Issues.

In progress / planned: Technical Project Management, Cloud Computing, Infrastructure Security, Incident Response and Forensics, Cloud Architecture, Penetration Testing, Data-Driven Decision Making, and Intermediate Information Technology & Networking.

Certificate in Networking Administration & Cybersecurity | ComputerMinds

Completed February 2025 | Windows support, networking, systems administration, endpoint security, SIEM concepts, and incident response

CERTIFICATIONS, CLEARANCE & PROFESSIONAL DEVELOPMENT

Clearance	Active DoD Secret Clearance
Core Certifications	CompTIA Security+ (SY0-701) | Cisco CyberOps Associate | ITIL 4 Foundation
Cisco	Cisco Certified Support Technician - Networking | Cisco Certified Support Technician - Cybersecurity
Microsoft	Azure Fundamentals (AZ-900) | Microsoft 365 Fundamentals (MS-900) | Security, Compliance & Identity Fundamentals (SC-900)
Cybersecurity Training	Google Cybersecurity Professional Certificate | NIST Cybersecurity Framework fundamentals | NIST CSF 2.0 training

DETAILED TECHNOLOGY INVENTORY | *Use as a tailoring source*

- **Operating Systems:** Windows 10/11; Windows Server concepts and labs; Linux fundamentals; command-line troubleshooting concepts
- **End-User Computing:** Desktop/laptop setup, hardware, drivers, printers, peripherals, imaging, deployment, patching, Microsoft 365, Outlook, Teams, OneDrive
- **Identity & Access:** Account access, password resets, MFA support, identity verification, Active Directory and Entra fundamentals, groups, permissions, least privilege, RBAC
- **Networking:** TCP/IP, IPv4, subnetting, DNS, DHCP, VPN, Wi-Fi, LAN/WAN, routing, switching, VLAN, NAT, cabling, ping, tracert, nslookup
- **Security:** Security operations concepts, alert triage, log review, phishing, endpoint protection, EDR/XDR concepts, vulnerability awareness, incident response, evidence handling
- **Cloud & Application Operations:** Azure fundamentals, AWS infrastructure/VPC design, Railway cloud deployment, persistent volumes, environment variables, health diagnostics, application logs, cloud security principles
- **Automation, APIs & Data:** Python fundamentals, SQLite, SQL queries and joins, Discord API, OpenAI API integration, JSON, structured workflow logic, AI-assisted development with human validation
- **Development & Deployment Tools:** GitHub source control, GitHub-to-Railway auto-deployment, Docker-based application deployment concepts, configuration management, API credential handling, release validation
- **Service Management:** ITIL 4, incident/request workflows, ticket queues, prioritization, escalation, SLA awareness, SOPs, runbooks, knowledge articles
- **Business & Collaboration:** Technical writing, public speaking, requirements gathering, user-centered workflow design, process analysis, project scheduling, Microsoft Project exposure, cross-functional communication

PROFESSIONAL STRENGTHS & LEADERSHIP

Customer-focused troubleshooting	**Technical writing & documentation**	**Analytical problem solving**	**Training & mentoring**	**Cross-functional collaboration**
Accountability & integrity	**Adaptability under pressure**	**Time and priority management**	**Requirements translation**	**User-centered automation**

CAREER FOCUS AREAS | *Use when selecting content for tailored resumes*

IT Support / Help Desk	**Desktop & Endpoint Support**	**Application Support / Technical Support**	**Junior Systems Administration**	**Cloud Support**
Network Support / NOC	**IAM / ICAM**	**SOC / Security Operations**	**Cybersecurity Analyst**	**Data Center Operations**

WORK ELIGIBILITY & MOBILITY

Authorized to work in the United States without sponsorship | Based in Forney, Texas | Open to Dallas-Fort Worth onsite and hybrid roles, remote opportunities, and reasonable job-related travel