

DEVAN WRIGHT

IT PROFESSIONAL - TS/SCI & SECURITY+



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ABOUT

Adaptable and self-directed professional with a proven ability to own problems from diagnosis through resolution across a wide range of systems. Experienced in leading efforts, coordinating with stakeholders, and translating needs into practical, reliable solutions. Known for taking initiative, troubleshooting with precision, and seeing every task through to completion with minimal oversight.

SKILLS

Leadership & Coordination

- Project ownership and stakeholder coordination
- Requirement collection and solution advisement
- Team guidance and task delegation
- Customer education and status advisement
- Vendor coordination and solution evaluation
- Planning, scoping, and resource organization
- Cross-functional collaboration and support

Problem Solving & Support

- Troubleshooting and root-cause diagnosis
- Process improvement and workflow automation
- Cross-system integration and migration
- Solution tracking and communication
- Data discrepancy identification and resolution
- Independent initiative under minimal oversight

Platform & Systems

- ServiceNow development and configuration
- SharePoint management and development
- Server and enterprise administration
- Windows/Mac management and troubleshooting
- Salesforce administration and management
- Documentation and technical runbooks
- System configuration and lifecycle management

Infrastructure & Networking

- Connectivity troubleshooting and repair
- Managed configurations and port-forwarding
- Server installation and maintenance
- Virtualization with Hyper-V and VMWare
- Structured cabling and hardware deployment
- Asset tracking and inventory management

HISTORY

World Wide Technology

February 2026 to Present

- Enterprise platform solution design and delivery
- Project ownership and stakeholder coordination
- System integration and process automation
- Technical planning and requirement collection

Aleut Federal

November 2022 to August 2025

- Stakeholder solution design and delivery
- Cross-team coordination and collaboration
- Process improvement and workflow automation
- Requirement collection and platform advisement

MrFieldTech

March 2017 to Present

- Business ownership and client management
- Solution consulting and implementation
- End-to-end problem solving and support
- System oversight and lifecycle management

USfalcon

March 2022 to November 2022

- Infrastructure planning and asset management
- Process automation and tracking improvements
- Direct customer troubleshooting and support
- Rack organization and hardware staging

Colorado State Electrical & Security

September 2021 to March 2022

- Full-system installation planning and delivery
- Client solution advisement and coordination
- On-site technician guidance and oversight

Johnson Controls

February 2021 to May 2021

- Access control installation and programming
- Process evaluation and improvement inquiry
- Customer-facing installation and coordination

Low Voltage Wiring Electronics

February 2019 to February 2021

- Lead troubleshooting and maintenance efforts
- Tracking and maintenance process implementation
- Full-system installation and administration

REFERENCES

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