

CASEY DuVALL

Ambitious and precise professional leader with proven acuity for success

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LEADERSHIP

- Led and managed multiple teams across various roles and industries, including junior personnel in the U.S. Navy and a service desk team of 9-10 technicians.
- Oversaw regular training sessions, conducted hundreds of daily huddles and one-on-one meetings, and cultivated cohesive and high-performing work environments through continuous improvement and effective mentorship.
- Implemented a hybrid work policy for all staff, allowing for flexible scheduling and remote work, which improved employee satisfaction, work-life balance, and fostered a supportive and innovative work environment by encouraging teamwork and effective communication.
- Revitalized outdated and underperforming systems to implement data-driven strategies that deliver vital metrics to identify problem areas and bolster reporting.
- Spearheaded numerous projects to streamline production processes and optimize workflows, always resulting in increased operational efficiencies and team productivity.

CLIENT RELATIONS

- Managed and maintained relationships with clients and vendors in B2C and B2B environments, coordinating with various departments to ensure seamless integration of services and solutions.
- Worked directly with clients as an ambassador and liaison, keeping focus on their partnership needs and concerns, and actively compiling feedback to ensure the continued delivery of tailored and quality IT solutions that align with their business objectives and requirements.
- Leveraged extensive customer-facing experience and problem-solving skills to enhance communication, maintain an expected caliber of customer satisfaction, and assure mutually beneficial business relations.
- Years of business management consulting work with an emphasis on boosting bottom lines. analyzing financials and engaging with stakeholders to gather feedback to identify areas of attention, and drive continuous improvements and actionable changes that can lead to rapid operational and cash flow improvements.
- Provided strategic advice and practical solutions consultation, leveraged by clients for improving their internal procedures and achieving business goals.

CRITICAL SKILLS

Technical Analysis
Attention to Detail
Problem Solving
Troubleshooting
Organizational Leadership
Team Management
Client Relations

TECH PROFICIENCIES

Linux / Windows / MacOS
Proxmox / ESXi / Qemu
KVM / LXC / Docker / K8s
Firewalls / VPNs / SD-WAN
Cisco / HP Aruba Switching
AWS / Azure
JavaScript / Node.js / JSON
SSH / RDP / FTP / SCP
Bash / PowerShell
Git / GitHub

EDUCATION

Bachelors in Business Administration

AMERICAN MILITARY
UNIVERSITY, CHARLES TOWN, WV

Associates in Computer Applications

AMERICAN MILITARY
UNIVERSITY, CHARLES TOWN, WV

TECHNICAL OPERATIONS

- Managed bare metal and virtualized servers both locally and remotely. Optimized network infrastructure with advanced features such as firewalls, load balancers, SD-WAN, and VPNs, ensuring robust, secure, and high-performing operations.
- Led ransomware recovery efforts, coordinating on-site work, developing automated device re-imaging systems, and rebuilding the Active Directory domain and arbitration services to restore full operational capability and enhance security postures.
- Maintains a 3-node Proxmox cluster in a home lab environment, administering various self-hosted services, and experimenting with virtualization and comprehensive system designs. Implemented efficient monitoring, backup, and uptime solutions to maintain system integrity and reliability.
- Developed an ES6 plugin library and server-side API, showcasing programming skills and technical problem-solving capabilities in creating streamlined and efficient solutions.

EMPLOYMENT HISTORY

- Managed Solutions Manager** - PCA Technology Solutions | *Little Rock, AR 2023-2024*
- IT Help Desk Team Lead** - PCA Technology Solutions | *Little Rock, AR 2022-2023*
- Proprietor** - Sedulous LLC | *Memphis, TN 2018-2020; Little Rock, AR 2020-present*
- Operations Manager** - Carmen Brewing Co. | *Playa del Carmen, MX 2017-2018*
- Production Brewer** - High Cotton Brewing Co. | *Memphis, TN 2016-2017*
- Head Brewer** - Diamond Bear Brewing Co. | *Little Rock, AR 2011-2015*
- Cryptologic Technician (CTT2)** - U.S. Navy | *Pearl Harbor, HI 2007-2011*