Demarick Webb-Rivera

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Analytical IT professional and Army Veteran leveraging 4 years of proven experience in help desk support, cybersecurity, and network administration. Provides technical proficiency in troubleshooting complex systems, implementing security protocols, and managing critical infrastructure.

**Education**

* **Bachelor Of Science in Computer Science; Concentration in Cybersecurity May 2026**

Middle Tennessee State University Murfreesboro, TN

* **Associate Of Science in Computer Science May 2024**

Nashville State Community CollegeNashville, TN

**Professional Experience**

**Tech Bridge Solutions (Dissolved 2020) | Nashville, Tennessee**

* **Remote Help Desk Technician Mar 2019 - Nov 2020**
  + Delivered Tier 1 & Tier 2 remote support for 200+ enterprise clients, resolving hardware, software, and network issues via ticketing systems and remote desktop tools.
  + Managed incident queues and escalations within ServiceNow / Zendesk, maintaining a 95 % customer satisfaction rating and exceeding SLA response metrics.
  + Configured and supported Windows 10, Office 365, and VPN connectivity across distributed environments, ensuring business continuity during the COVID-19 remote-work transition.

**U.S. Army – Information Technology Specialist 2014 – 2018**

* **Help Desk Team Chief | Colorado Springs, CO 2016 – 2018**
  + Led technical support operations for classified and unclassified network systems, managing over 5,000 network moves, adds, and changes (MACs) while ensuring zero downtime and maintaining operational security protocols. Led over 5,000 classified/unclassified network moves, adds, and changes (MACs).
  + Demonstrated strategic planning by overseeing $750,000 in communications equipment inventory with zero losses through meticulous asset management and accountability procedures.
  + Exercised leadership abilities by training and supervising team members on network troubleshooting procedures, Cisco hardware configurations, and DoD security compliance requirements.
* **Information Systems Maintainer | Daegu, South Korea 2015 – 2016**
  + Maintained technical proficiency in network device administration by conducting installations, configurations, and preventive maintenance on switches, routers, firewalls, and cybersecurity devices.
  + Ensured secure communications through proper implementation of DoD electronic key management systems and adherence to strict security protocols.
  + Exhibited adaptability by troubleshooting diverse network infrastructure challenges in a multinational military environment.

**Awards and Self-Development Courses**

•Army Achievement Medal • Army Good Conduct medal • Remote Support & Ticketing  
• Network Troubleshooting (L1–L2) • Windows & Linux Administration • Security & Compliance   
• Asset Management & Change Control • Leadership & Team Training • Communication & Documentation