

Delilah Harden

Network Engineer | Infrastructure & Systems Support | DNS • VPN • Routing • Firewalls • NGINX • Linux | Escalation-Level Troubleshooting

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Professional Summary

Network & Infrastructure Technician with hands-on experience supporting LAN/WAN connectivity, DNS, VPNs, firewalls, and secure service delivery in both enterprise and production-style lab environments. Proven ability to design, deploy, and troubleshoot multi-node networks, reverse proxies, and high-availability storage while supporting end users and mission-critical systems in Windows/Linux, network operations, and escalation-level troubleshooting.

Technical Skills

- Networking: DNS, DHCP, TCP/IP, VPNs, NAT, Firewalls, Port Forwarding, DDNS
- Systems: Windows Server, Linux, Virtualization, Remote Access Tools
- Infrastructure: NGINX, Reverse Proxies, TLS/HTTPS, RAID Storage
- Support & Ops: Incident Resolution, Documentation, Ticketing (ServiceNow, Zendesk)

Work Experience

IT Operations & Network Support Technician

AIDS Healthcare Foundation | Pompano Beach, FL

September 2024 to Present

- Resolved 20+ technical support tickets weekly, minimizing downtime and improving user productivity.
- Installed, configured, and supported network-connected workstations, switches, printers, and peripherals across multiple departments
- Assisted in diagnosing internal network connectivity issues, coordinating with senior engineers and vendors as needed
- Supported IT projects including system upgrades, network expansions, and new technology rollouts.
- Trained new helpdesk hires on troubleshooting, ticketing systems, and customer support best practices.
- Provided escalation-level troubleshooting for networking, connectivity, and access issues beyond Tier 1 support

Home Lab & Technical Projects

Network & Infrastructure Operations (Independent)

January 2020 to Present

- Designed and maintained a multi-node network environment utilizing managed switches, routing, DNS, and reverse proxying
- Implemented NGINX reverse proxy with TLS certificates to protect public-facing services over HTTPS
- Implemented DNS-based content filtering using Raspberry Pi (Linux) to control and secure outbound traffic
- Deployed RAID5 storage array (50 TB) supporting multi-user remote access with high availability considerations
- Configured Dynamic DNS with wildcard records to securely access multiple internal services externally
- Hosted and maintained multiple production services including media streaming, application servers, and AI workloads
- Troubleshoot network latency, port forwarding, firewall rules, and service availability issues
- Provided secure remote access to geographically distributed users
- Implemented a custom domain with Dynamic DNS (No-IP) to host a personal portfolio and Nextcloud server on a residential connection.
- Configured advanced email authentication, including SPF, DKIM, and DMARC, to ensure 100% deliverability for a custom domain via an external relay.
- Managed local network security by implementing specific Port Forwarding rules and NAT configurations on a home gateway.
- Deployed and maintained a Nextcloud instance for secure, private data storage and collaboration.

Customer Support Agent

IC Realtime | Pompano Beach, FL

October 2022 to September 2024

- Diagnosed complex connectivity and routing issues involving NAT, ISP configurations, and remote access
- Provided technical support for proprietary NVR systems, network cameras, and remote access solutions.
- Advised installers and customers on network topology design, port forwarding, P2P connectivity, and Dynamic DNS configurations
- Authored 50+ help articles, reducing repeat inquiries.
- Managed helpdesk tickets and maintained detailed documentation of issues and resolutions.
- Assisted internal IT with software installs, hardware setup, cable management, and office moves.

Education

High school diploma

Links

[Delilah-Harden.com](https://delilah-harden.com)

<https://www.linkedin.com/in/delilah-joy-harden>

Certifications and Licenses

Driver's License

CompTIA Network+

July 2024 to July 2028

Candidate ID: COMP001022303195

Code: KH5T27T57FEQQ1HJ

CompTIA A+

June 2025 to June 2028

Candidate ID: COMP001022303195

Code: 3Z3CGV8632REQLSY

Additional Information

Authorized to work in the US for any employer