

# Rachel Sandover

IT Support & Systems · Cybersecurity · Technical Consulting

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## PROFESSIONAL SUMMARY

IT professional with 5+ years of hands-on experience spanning technical support, network engineering, and cybersecurity fundamentals. Operates a production-grade homelab built on Proxmox VE and OpenBSD, running KVM/LXC virtualization, containerized services via Docker, firewall/routing with pf, VLAN segmentation, WireGuard VPN, and recursive DNS/DHCP; maintained continuously for 3+ years. Holds ISC2 CC certification with a strong foundation in practical networking, systems administration, and infrastructure engineering.

## CORE SKILLS

- Problem-solving & critical thinking
- Instruction & knowledge transfer
- Independent & team-based work
- Time management & organization
- Adaptability & continuous learning
- Professionalism & reliability

## TECHNICAL SKILLS

**Programming:** Python · HTML/JavaScript · C/C++ · Go · Rust

**Systems:** OpenBSD · Linux · Windows Server · Windows 10/11

**Networking:** VLANs · OpenBSD pf (firewall/routing) · WireGuard · OpenVPN · Unbound DNS · DHCP

**Virtualization:** Proxmox VE · KVM/QEMU · LXC · Docker · Docker Compose · Portainer

**Tools:** Git · Bash · PowerShell · Nmap · tcpdump

## HOMELAB & PERSONAL PROJECTS

### Network Engineering & Self-Hosted Infrastructure

2022 – Present

- Designed and maintain a production-grade home network running OpenBSD as the primary firewall and router, using pf for stateful packet filtering, NAT, and traffic shaping.
- Implemented VLAN segmentation to isolate trusted, IoT, and guest traffic, enforcing strict inter-VLAN firewall rules to restrict lateral movement.
- Configured and operate a WireGuard VPN server for secure remote access, with split-tunnel routing and DNS leak prevention.
- Deployed Unbound as a recursive, validating DNS resolver with local zone overrides and DNSSEC; manages DHCP with static leases tied to host identifiers.
- Runs a Proxmox VE hypervisor hosting a mix of KVM virtual machines and LXC containers, providing isolated environments for services, testing, and development.
- Deploys and manages containerized workloads using Docker and Docker Compose across Proxmox-hosted instances; uses Dockhand for container lifecycle management and visibility.
- Self-hosts a suite of services including web, monitoring, and internal tooling, maintained with a focus on security hardening, minimal attack surface, and uptime.
- Regularly reviews OpenBSD and Proxmox release notes and security advisories; applies patches and configuration changes to stay current with best practices.

## PROFESSIONAL EXPERIENCE

### Self-Employed · Independent IT Contractor

2022 – Present

- Provide consulting and technical support to individuals and small businesses across hardware, software, and networking.
- Configure and troubleshoot systems, manage software deployments, and resolve issues in time-sensitive situations.

- Communicate complex technical information clearly, adapting explanations to clients with varying skill levels.
- Manage scheduling, priorities, and deliverables independently, maintaining a consistent record of reliability.

**Boston Pizza · Line Cook / Supervisor** 2020 – 2022

- Supervised kitchen operations and scheduled staff to ensure optimal shift coverage and service quality.
- Trained and onboarded new employees on safety protocols and preparation procedures.
- Managed inventory and supply ordering, minimizing waste and preventing stock shortages.

**Starbucks Canada · Barista** 2018 – 2020

- Operated POS systems, handled cash transactions, and maintained accurate financial records.
- Delivered exceptional customer service in a high-volume, fast-paced environment.

**Save-on-Foods · Deli Clerk** 2017 – 2018

**Triple O's · Cashier** 2015 – 2017

**LICENCES & CERTIFICATIONS**

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|--|--------------------|
| ✓ ISC2 — Certified in Cybersecurity (CC) | ✓ OFA Level 1      |
| ✓ CompTIA A+ (expired)                   | ✓ FoodSafe Level 1 |
| ✓ Class 5 BC Driver's Licence            | ✓ ServingItRight   |

**EDUCATION**

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**Red Hat Enterprise Linux Fundamentals** 2023

Red Hat / edX