

Dustin Dietz

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IT INFRASTRUCTURE & CYBERSECURITY LEADER

Systems and security professional with extensive experience supporting enterprise infrastructure, high-performance computing, and managed cybersecurity operations across research and commercial environments. Proven track record leading complex Linux-based infrastructure and defensive security initiatives while serving as a trusted technical advisor to clients, stakeholders, and cross-functional teams. Hands-on leader experienced in systems administration, storage platforms, networking, endpoint security, and operational service delivery at scale. Recognized for combining deep technical expertise with strong customer engagement, collaborative problem solving, and long-term operational stability in mission-critical environments.

SKILLS

Cybersecurity Operations | SIEM | Managed EDR (SentinelOne) | Vulnerability Management (Tenable) | Linux Administration (RHEL) | Enterprise Infrastructure Engineering | Bash/Python/Perl Scripting | Puppet | Virtualization | Containers | Azure | Google Cloud Platform (GCP) | Infrastructure Monitoring (Nagios, Zabbix) | Network Access Control | High Availability Systems | Technical Leadership | Client-Facing Service Delivery

EXPERIENCE

ALL COVERED, Kansas City, MO

September 2021 – April 2026

Service Delivery Manager

Led service delivery for a portfolio of managed cybersecurity services, overseeing client onboarding, operational execution, SLA performance, and cross-functional coordination across security, operational, finance, and account teams. Served as a trusted technical advisor to clients and stakeholders, driving solution adoption, service optimization, and continuous improvement of customer security posture.

- Reduced average onboarding times by 25%
- Partnered with finance and operations to streamline billing, licensing, and revenue recognition processes across managed services portfolio, supporting accurate monthly billing cycles and reducing billing discrepancies through process standardization and validation controls.
- Led and mentored a team of project coordinators, improving execution consistency, client communication quality, and cross-functional delivery alignment.
- Acted as primary technical advisor for enterprise and SMB security customers, driving adoption and optimization of security platforms (SentinelOne, Tenable, Fortinet, KnowBe4), contributing to measurable improvements in client security posture and platform utilization.

Stowers Institute for Medical Research, Kansas City, MO

December 2011 – September 2021

Senior Systems Administrator

Architected, deployed, and maintained Linux-based enterprise infrastructure supporting advanced scientific research, including a 2,500+ core HPC environment, multi-petabyte storage systems, enterprise networking, and integrated security controls in a high-availability, research-driven setting.

- Architected and supported a 2,500+ core high-performance computing (HPC) cluster (Sun Grid Engine) enabling large-scale scientific workloads and sustained research compute availability for advanced biomedical research.

- Implemented enterprise security controls including SentinelOne endpoint protection and Cisco ISE/Forescout Network Access Control, enhancing infrastructure-wide security posture and increasing visibility and enforcement across research environments.
- Mentored junior systems administrators, improving team technical capability and strengthening operational consistency across infrastructure support functions.

ADDITIONAL RELEVANT EXPERIENCE

SPRINT / ERICSSON, Overland Park, KS

Network Systems Administrator III

Provided technical leadership for HP-UX and Linux server teams supporting mission-critical enterprise systems, coordinating complex infrastructure projects and ensuring consistent performance, availability, and operational reliability across production environments. Established cross-platform standards and documented operational procedures adopted organization-wide, improving system consistency, reducing inefficiencies, and enhancing collaboration across technical teams.

USA 800 Inc, Raytown, MO

Senior Telecom Engineer

Engineered and maintained enterprise telecommunications infrastructure, including Nortel Meridian switching systems and geo-redundant call center platforms, ensuring high availability and reliable performance for high-volume business operations. Optimized call routing strategies and supported early computing environments such as SGI IRIX and Linux servers, improving workload distribution, operational efficiency, and laying foundational infrastructure for scalable systems.

EDUCATION | TRAINING

Bachelor of Science, Telecommunications Management

DeVry University, Kansas City, MO

PROFESSIONAL DEVELOPMENT | CERTIFICATIONS

- Red Hat Certified Engineer (RHCE) – March 2008 (ID: 110-399-334)
- Dell EMC Isilon Solutions Specialist (EMCSA) – May 2015 (ID: 9J0PL3NQFNE4QV44)
- Dell EMC Information Storage Associate (EMCISA) – May 2015 (ID: 3BVHP0ZQHNBQ1M9F)