

DAMON DITRICHS

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SUMMARY

CompTIA A+ certified IT professional with a B.S. in Computer Science and experience in technical troubleshooting, web maintenance, and database/inventory software. Skilled in diagnosing software and hardware issues, researching technical specs, and managing high-volume service workflows.

TECHNICAL PROJECTS

Homelab & Network Infrastructure | [Article & Overview](#) | [GitHub Source](#)

- deployed self-hosted server infrastructure using Proxmox VE, Docker containers, and reverse proxies.
- Configured local DNS routing, wildcard SSL certificates, and system uptime monitoring services.

EXPERIENCE

Lethal Performance

Web Developer & SEO Specialist | 09/2025 - 06/2026

- Developed and maintained company webpages using HTML, CSS, and JavaScript.
- Troubleshoot site issues, content errors, and layout breaks across 100+ categories and catalogs.
- Conducted technical site research and audited performance metrics using SEMrush, GSC, and GA4.
- Created landing pages and tracked metrics, contributing to \$100K+ in revenue insights.

Schumacher Automotive Group (Infiniti & Volvo of the Palm Beaches)

Parts Counter Associate | 10/2023 - 09/2025

- Queried CDK software to troubleshoot complex part fitment, backorders, and specifications.
- Provided technical parts support for 30-50 daily technician and client inquiries.
- Maintained database integrity and inventory tracking for 1,000+ active physical SKUs.

Service Porter Supervisor | 09/2021 - 10/2023

- Coordinated vehicle tracking workflows and key management systems for daily operations.
- Managed loaner fleet schedules and supervised team workflows to meet service timelines.

Mercedes-Benz of the Palm Beaches

Service Porter | 04/2018 - 09/2021

- Performed valet duties, moved customer vehicles, and assisted service department operations.

EDUCATION

Bachelor of Science in Computer Science | Southern New Hampshire University (2025)

Associate in Arts | Palm Beach State College (2022)

SKILLS

- **Proficient in:** Desktop support, hardware/software diagnostics, Windows, Linux, and Office.
- **Experienced with:** Docker, virtualization, DNS, reverse proxies, and enterprise software.
- **Familiar with:** Active Directory, networking, PowerShell, Bash, Python, HTML, and CSS.
- **Customer Service:** Client communication, relationship building, and inquiry management.
- **Problem-Solving:** Technical research, analytical troubleshooting, and workflow optimization.

CERTIFICATIONS & ACHIEVEMENTS

- CompTIA A+ | CompTIA (2026)
- Eagle Scout | Boy Scouts of America