

# Rachel Sandover

IT Support · Network Engineering · Information Security · Technical Consulting

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## PROFESSIONAL SUMMARY

IT professional with 5+ years of hands-on experience spanning technical support, network engineering, and information security. 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 since 2022. 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 Caddy · nginx · OpenSSL

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

**Tools:** Git · Bash · PowerShell · Nmap · tcpdump · pf-badhost · fail2ban

## HOMELAB & PERSONAL PROJECTS

### **sandover.ca · Portfolio & Personal Blog**

Ongoing

- Designed and built sandover.ca from scratch using HTML, CSS, and HTMX for dynamic content loading without a JavaScript framework.
- Designed and implemented a multi-layer security architecture incorporating defence in depth and zero-trust principles.
- Configured OpenBSD pf firewall with default-deny ruleset, WireGuard site-to-site VPN, and mutual TLS between a public VPS and home infrastructure.
- Built a private certificate authority using OpenSSL, generating IP SAN certificates for internal mTLS authentication.
- Implemented network segmentation with a dedicated DMZ isolating public-facing services from internal infrastructure.
- Authored technical blog posts with cited sources covering PKI, mTLS, network segmentation, and OpenBSD. Submitted for ISC2 CPE credits.

### **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 network segmentation using VLANs across four zones (trusted, wireless, work, DMZ) enforced at the infrastructure level.
- 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

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### Teleperformance Canada · Technical Support Expert

June 2026 - Present

### 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      |
| ✓ Class 5 BC Driver's Licence            | ✓ FoodSafe Level 1 |
|                                          | ✓ ServingItRight   |

## EDUCATION

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### Red Hat Enterprise Linux Fundamentals

2023

Red Hat / edX