**Tehya Deardorff**

2427 Mississippi Avenue • Joplin, MO 64804

tehyadeardorff@gmail.com

417-658-9665

**Education**

Bachelor of Science Graduated May 2019

*Missouri Southern State University*

­Joplin, MO

­Major: Business Management – Marketing emphasis with IT-related coursework

­GPA: 3.7

**Skills & Certifications**

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| ­­Software | ­ |
| * Well-versed in implementation and administration of Windows Server 2012-2022 * Skilled in creating, using, and maintaining VDI infrastructure via Citrix powered by VMware * Familiar with command-line scripting and automation via PowerShell * Citrix Product Suite, Desktop Authority, Microsoft Azure, Exchange, Imprivata, BlueCat Address Manager | ­ |
| ­­Certifications | ­ |
| * CompTIA A+ 1001/1002 * MTA Windows OS Fundamentals – Windows 10 | ­ |

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**Related Experience**

Systems Administrator February 2022 – Present

*Freeman Health System – Joplin, Missouri*

* Role specialty focuses on the implementation, troubleshooting, and maintenance of Citrix infrastructure in both cloud-based and on-premises environments
* Responsible for Citrix virtual delivery via Dell WMS, HPDM, and IGEL UMS
* Adept in managing large clusters of virtual devices via VMWare on Cisco Hyperflex hardware
* Engaged in the engineering, maintenance, and configuration of the health system’s server infrastructure
* Implements software rollouts, server migrations, and deployments within an enterprise environment of over 1,000 servers and 6,000 end users
* Assists in support of Active Directory, Group Policy creation/management, Azure, and Exchange

Desktop Support Specialist II – Site Coordinator July 2019 – February 2022

*Freeman Health System – Joplin, Missouri*

* ­Provides mixture of Tier 1 & Tier 2 IT support to the largest healthcare provider in the region with over 5,000 users
* Conducts troubleshooting of clinical applications, virtual devices, and physical hardware via phone and in-person
* Skilled in effective customer service with a positive and knowledgeable attitude
* Configures and installs networked hardware across a large enterprise environment
* Synthesizes, monitors, and prioritizes tickets within IT Service Management ticketing software

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Advanced Repair Agent October 2017 – April 2021

*Best Buy – Joplin, Missouri*

* ­Diagnosed a widely varying and high volume of client devices in a fast-paced environment
* Alleviated all documented problem points for client devices
* Installed hardware within PCs and built computers tuned to client needs
* Frequently interacted with clients to maintain a communicative and attentive repair process
* Curated detailed notes of the complete repair process to maintain transparency and accuracy

­**Honors and Memberships**

* NCWIT Aspirations in Computing Regional Winner and National Runner-Up, 2015
* Ellis Foundation Scholar, 2015-2018
* McCaleb Initiative for Peace Recipient, 2018
* Delta Mu Delta Business Honor Society, Inducted 2018
* Model Arab League President, 2016-2018

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**References**

**Adam Graddy**

­Freeman Health System – Joplin, MO

*Supervisor of Systems Administrators, Current Manager*

angraddy@freemanhealth.com

­417-347-4942

**Raun Williams**

Freeman Health System – Joplin, MO

*Director of IT Support Center & Security, Former Manager*

rjwilliams@freemanhealth.com

417-347-4997

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**Kisa Clark**

University of Oregon – Eugene, OR

*Professor, Former Academic Advisor and Mentor*

­417-483-4594

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­**Dr. Michael Hulderman**

­Missouri Southern State University – Joplin, MO

­*Professor, Former Employer and Academic Mentor*

­Hulderman-M@mssu.edu

­417-540-4569