Dustin J Hendrickson

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Personal Website   *Github Account*
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Contract Work

January 2015 – July 2015   *Blizzard Entertainment*   **Worked Remotely -** Irvine, CA

Tutorial Resource Creation

- Working with Blizzard Entertainment on creating multi-media tutorials for using their Starcraft 2 Map Editor which will be used in Universities, Grade Schools, Web and other education areas to help promote and teach video game development skills.
- Creating high quality, accurate digital tutorials on various aspects of the company's toolset.
- Remote team collaboration and high focus on relaying valuable information to the end users.

Work Experience

April 2014 – October 2015   *Netapp*   Wichita, KS

Technical Support Engineer

- Provide high volume phone / email technical support for worldwide customer base utilizing industry standard storage hardware/software.
- Utilized CRM programs SAP and Smartsolve to manage track and resolve customer issues.
- Supported SAN/NAS NFS/CIFS storage environments.
- Position required fast thinking and troubleshooting with high accuracy as we supported a plethora of products.
- Work was done in a Windows / Linux mixed environment.

April 2012 – April 2014   *TimeIPS*   Wichita, KS

Support Specialist / Web Developer

- Provide phone/email technical support for enterprise class time keeping software using in-house built CRM system.
- Develop and maintain codebase for time keeping software using PHP and mySQL.
- Supported custom hardware clocks as well as RFID/Finger Print/Proxy and Keypad based sensors.
- Work was done entirely in a Linux environment.

January 2012 – March 2012   *CyberTron PC*   Wichita, KS

Level 2 Technician

- Assembled custom computers and tested / troubleshot various hardware / software issues.
- Mass assembly / software install on 100+ batch computer orders at a time.
- Tested all computers that went out of the warehouse for proper hardware performance and software compatibility.
- Shop was very fast paced and focused on accuracy.

2010 - 2011	*Kansas Life Insurance*	Wichita, KS

Head of I.T. / Web Developer

- Managed small business networking, phones, servers, desktop, audio visual setup and all technical purchases.
- Continued development on company's internal agent web portal using PHP / mySQL.
- Environment consisted of a mix of Windows / Mac platforms.
- Supported 40+ internal users across two cities.

2009 - 2010	*HutchNet Wireless*	Hutchinson, KS

Computer Support Specialist / Web Developer

- Developed an in-house web application to manage incoming support tickets and employee progress.
- Managed clients and ensured development and repair work was on-time and up to standards.
- Setup and managed a Meraki wireless network for the Kansas State Fairgrounds.
- Developed dynamic PHP / mySQL webpages for various customers.
- Frequent house calls for desktop repair / home network setup.

2005 - 2008	*Mega Manufacturing*	Hutchinson, KS

Network Systems Analyst – Web Developer

- Created and maintained an in-house web application for our customers to purchase replacement parts.
- Programming was done with ASP and PHP / mySQL.
- Provided in-house support for hardware / software / networking issues.
- Installed and setup multiple servers and server racks.
- Managed Active Directory and Exchange Servers.
- Wrote custom software for all shop pcs that would initiate RDP connections based on server availability.
- Supported 150+ users all over the state via phone / email in a Windows / Mac environment.

Skills

- PHP, mySQL, CSS, HTML, Javascript, jQuery, Ajax, Photoshop, Git
- Windows, Linux, Mac desktop hardware / software support, repair and administration.
- Enterprise Storage hardware / software support, repair and administration.
- Batch scripting on Windows / Linux.
- Office Suite, Active Directory, LDAP.
- NFS/CIFS SAN Administration.
- Strong Customer Service.

Other Endeavors

- Co-Hosted a weekly podcast focusing on the community aspects of WoW on WoWRadio over 4 years.
- Participated in local programming meet-up group and gave a presentation on video game programming basics.

References available upon request