

ETHAN SHORT

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Springfield, Illinois

EDUCATION

Illinois State University

Computer Networking & Telecommunications Management B.S.

School of Information Technology

Normal, Illinois

May 2027

WORK EXPERIENCE

Illinois State University – Office of Technology Solutions

Endpoint Support Student Technician – Team Lead

Normal, Illinois

January 2024 – Present

- Mentored and trained technicians, managed evaluations, and delegated assignments.
- Oversaw daily ticket operations, escalations, and customer follow-ups, including VIP support.
- Maintained documentation by creating, editing, and retiring knowledge base articles.
- Coordinated hardware/software rollouts, scheduling, and equipment accountability.

Abraham Lincoln Council, INC. - Boy Scouts of America

Camp Commissioner – Camp Bunn (National Camp School; Program Director)

Springfield, Illinois

Summer of 2025

- Directed Leaders Roundtables and Volunteer Commissioner Program.
- Coordinated campsite operations, communications, and check-in/out schedules.
- Oversaw campsite evaluations, award certifications, and unit support.

Womack Holdings INC. – Womack Technologies

Network & Telecommunication Technician

Springfield, Illinois

November 2024 – July 2025

- Integrated servers, LANs, firewalls, VoIP, and payment systems for SMB clients.
- Managed Windows AD, Exchange Online, security permissions, and network services.
- Collaborated with team to troubleshoot technical issues across business/residential environments.

ORGANIZATIONS & ACTIVITIES

NACURH, INC. – National Association of College & University Residence Halls

National Conference Technology Co-Chair – Illinois State University

- Lead tech operations for 950+ attendees, partnered with the university IT Teams for Logon IDs & Classroom support
- Built and maintained the conference website, publishing attendee resources and supporting conference app functions.
- Coordinated between our conference team and university AV teams to have seamless Mass Gatherings

Sangamon CEO; iVenturED – Creating Entrepreneurial Opportunities

Student

Springfield, Illinois

August 2022 – May 2023

- Developed interpersonal, social, and networking skills interacting with business and community leaders.
- Improved analytical writing and presentation skills.
- Strengthened the ability to understand and analyze market and business operating information.

Business Startup Competition – “CEO vs. Sharks”

Founder: Story Byte – Interactive Education Startup

VOLUNTEER EXPERIENCE

Illinek Lodge #132 – Order of the Arrow “Scouting’s National Honor Society”

Lodge Secretary

Springfield, Illinois

October 2020 – August 2023

- Managed event registration systems and maintained lodge website.

Blessed Sacrament Parish

Volunteer Multimedia Director

Springfield, Illinois

March 2020 – December 2022

- Designed and implemented \$11,500 live-streaming system for parish services.

HONORS & AWARDS

Boy Scouts of America - Eagle Scout

April 2023

- Project: Researched, fundraised, and installed a permanent live streaming system at Blessed Sacrament.

Order of the Arrow - Founders Award January 2022

Order of the Arrow – Vigil Honor October 2023

TECHNICAL SKILLS

Systems/Networking: Windows Server & AD, Exchange Online, VoIP, LAN/WAN, Firewalls, Ubiquiti Unifi

Software: Microsoft 365, Adobe Creative Cloud, WordPress, Google Analytics, Cherwell ITSM

Operating Systems: Windows, macOS, Linux