

Wesley Hartzell



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Summary

Highly motivated IT professional with 3+ years of experience, seeking a Manager position to leverage leadership skills and technical expertise in managing IT infrastructure and project delivery. Proven ability to lead teams, develop procedures, and drive operational improvements. Eager to contribute to the HMIS vision and ensure successful project execution.

Public Trust (PIV Badge) Clearance

Work Experience

Systems Administrator III (NOC Team Lead) North Wind Group - Richland, WA Sept. 2022 to Present

- ❖ Generated NOC Log Reports and Metrics for upper management using Power BI, ensuring data-driven decision-making.
- ❖ Oversaw the development and implementation of new procedures for troubleshooting IT issues, including identification, escalation, and resolution.
- ❖ Monitored the Hanford Local Area Network (HLAN) systems, including core network infrastructure (routers, switches, firewalls), authentication services, servers, storage, Internet, Virtual Desktop Infrastructure (VDI), and other HLAN resources for faults, service interruptions, and performance degradation.
- ❖ Utilized tools such as Dynatrace, SolarWinds, Ansible, XSOAR, and SPLUNK to maintain and improve system performance and security.

Data Center Technician Amazon Web Services - Hermiston, OR Oct. 2021 to Sept. 2022

- ❖ Worked with an automated ticketing system to troubleshoot break/fix issues with host servers.
- ❖ Performed break/fix troubleshooting for host servers and maintained equipment to Amazon's standards.
- ❖ Troubleshoot networking such as switches, patch panels and optics.
- ❖ Maintained a high level of operational efficiency by resolving an average of 30+ tickets per week for data center issues.

Safety & Health Intern HMIS - Richland, WA Jun. 2021 to Sept. 2021

- ❖ Updated/migrated the Safety and Health/HFD internal websites from MSD to HMIS
- ❖ Performed Hanford Site construction project inspections.

Education And Certifications

B.A. Information Technology Columbia Basin College - Pasco, WA 2020 - 2024

A.A General Studies - Science BYU-Idaho - Rexburg, ID 2017 - 2020

CompTIA A+ CompTIA Security+ CompTIA CySA+(Studying)

Projects

- Spearheaded a project to update Senior Management log templates, improving reporting efficiency and data presentation.
- Overhauled Power App "Daily Log Admin Dashboard" to export reports on specific NOC metrics
 - Improved NOC Contract Metrics/Deliverables delivery by 2 days work.