

Ian Hinderberger

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SUMMARY

Highly organized and proactive IT professional with extensive experience in technical system installation, maintenance, and troubleshooting. Proven ability to diagnose and resolve complex technical issues, implement effective solutions, and provide comprehensive user support. Skilled in project coordination, customer communication, and upholding high service standards. Eager to leverage a strong technical foundation and continuous learning in an Information Technology role.

EMPLOYMENT HISTORY

ADT

Jan 2016 - Feb 2018

Small Business Sales Representative

- Provided technical consultation and system design support for security solutions, ensuring accurate project planning and successful deployment.
- Collaborated cross-functionally to align project requirements and facilitate seamless system implementation.
- Utilized strong customer service skills to understand client needs and recommend appropriate technical solutions.
- Achieved sales quotas through effective upselling and cross-selling.

ADT

Jun 2010 - Jan 2016

Low Voltage Technician

- Installed, programmed, and serviced critical low-voltage systems, including fire detection, networking, and access control, ensuring optimal functionality and reliability.
- Configured, troubleshooted, and validated system signals and communication to establish and maintain reliable service.
- Adhered to strict safety standards and managed compliance with relevant codes (e.g., fire codes via NICET certification), coordinating with inspectors and performing rigorous system testing.
- Provided hands-on support and training to customers on system operations, proactively identifying and proposing enhancements.
- Proficient in a wide range of technical systems, including Ademco, ADT Pulse, Brinks, DSC, GE Security, and Honeywell.

Broadview/Brinks Security

Jan 2005 – Jun 2010

Low Voltage Technician

- Executed precise low-voltage installations, including security systems and infrastructure cabling, ensuring adherence to design specifications.
- Proactively identified and troubleshooted technical issues to minimize system downtime and ensure continuous operation.
- Interpreted complex technical documentation and schematics for accurate installations and problem resolution.
- Managed project timelines and communicated status updates, ensuring timely completion of technical assignments.
- Maintained rigorous compliance with OSHA regulations and quality standards in all installations and service work.

Haskins Electric

Mar 2003 - Jan 2005

Electrician

- Installed and repaired complex electrical systems, demonstrating a strong understanding of electrical principles and safety protocols.
- Diagnosed and resolved electrical issues using specialized test equipment, ensuring system reliability.
- Ensured strict compliance with electrical codes and safety standards in all project phases.
- Collaborated effectively with engineers, contractors, and project managers on various technical installations.

Education:

Associate in Business – 2020

CompTIA A+ Certification - 2025

Pursuing a Bachelor of Information Technology Management – Expected Dec 2026