
Hans Sai

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**IT Support Specialist | System Administrator | Health Information Technician |
CompTIA Security+ | Secret Clearance**

Professional Summary

Experienced and detail-oriented IT professional with a background in both military and civilian environments, specializing in system administration, technical support, and infrastructure maintenance. Proven success managing IT operations, troubleshooting hardware and software issues, and administering Active Directory in secure, mission-critical settings. Recognized for implementing scalable, compliant systems that streamline operations and enhance user experience.

A proactive team player with a teachable spirit, known for adaptability, strong communication skills, and a commitment to continuous learning. Skilled in IT service management (ITSM), human resources service delivery (HRSD), and end-user support. Proficient in help desk operations, SmartDeploy imaging, PXE boot, print server administration, virtual machine support, and endpoint compliance. Security+ certified with an active Secret Clearance.

Certifications

- CompTIA Security+ Certified
 - Secret Security Clearance (Active)
 - Basic Life Support (BLS) and CPR Certified
 - Cyber Awareness Training
 - Air Force Continuous Process Improvement & Six Sigma Green Belt Training
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Education

Liberty University – Lynchburg, VA

Bachelor of Science in Computer Science – Cybersecurity (Senior Year)

USAF Technical School – San Antonio, TX

CCAF: Health Information Technology & Services Management (IT Systems Emphasis)

Technical Skills

Security & Networking: Endpoint protection, access control, security patching, data privacy compliance, least privilege enforcement, VLANs, basic switch and firewall troubleshooting, SCCM/MECM

Documentation & Knowledge: Technical documentation, knowledge base creation

Systems & Administration: Windows OS, Microsoft Windows Server, Active Directory, Active Directory Domain Services, Group Policy, Print Server, PowerShell, SmartDeploy, PXE Boot, Remote Server Administration Tools (RSAT)

Help Desk Support: Ticket triage/resolution, remote assistance, account unlocks, software installs, password resets, escalation management, onboarding/offboarding, user training & support, communication with non-technical users, cross-functional team collaboration

Infrastructure Management: ITOM, ITSM, ITBM, HRSD platforms, system patching, workstation/laptop imaging, computer updates, asset inventory management

Hardware/Device Support: Printers, scanners, laptops, desktops, thin clients, mobile devices

Virtualization: VMware, VirtualBox, familiarity with virtual machine deployment and snapshots

Tools: Microsoft Office Suite, Power BI, MHS Genesis, CHCS, ticketing systems (e.g., Remedy, ServiceNow), remote support tools (e.g., BeyondTrust Remote Support/Bomgar, Zoom, Microsoft Teams)

Programming & Scripting: Python, C++, Java, JavaScript, HTML/CSS, SQL, Lua, PowerShell, Bash

IT Experience

IT Systems Administrator | Health Services Administrator (AFSC: 4A0X1S – Medical Information Systems)

U.S. Air Force – 87MDG | 514 AMDS – JBMDL McGuire, NJ

January 2021 – Present

- Resolved an average of 12–15 Level 2 support tickets per day, totaling over 1,000 annually, involving complex issues such as system crashes, network connectivity, Active Directory access, and printer malfunctions
- Reimaged and deployed 150+ computers using SmartDeploy and PXE Boot processes; decommissioned 150+ legacy systems to maintain compliance

- Managed Active Directory for user provisioning, account unlocks, and group policy enforcement
- Administered OS and software updates, maintained printer queues and print server uptime, and ensured device compliance across the network
- Developed a QR code-based clinic tracking system and an encrypted HIPAA-compliant org box to improve operational efficiency and safeguard patient data
- Ensured compliance by uploading 1,000+ medical records, improving documentation processing time by 20 percent
- Supported contingency operations by training 80+ personnel on emergency response procedures and maintaining readiness tracking systems for deployment
- Configured shared drives, managed hardware/software inventory, and contributed to ITBM-aligned digital transformation projects across departments
- Delivered responsive, user-focused support in high-security, mission-critical military medical environments

Organization Technology Person 3 | Department Manager

McDonald's – Clark LLC, Medford, NJ | Holman LLC, Fredericksburg, VA

September 2019 – Present

- Provided frontline IT support for POS systems, kiosks, printers, and back-office hardware across two high-traffic locations
- Installed, configured, and updated restaurant IT systems including routers, terminals, and mobile payment devices
- Reduced technology downtime by 25 percent through proactive maintenance and rapid hardware replacement
- Trained staff on basic troubleshooting and device use, minimizing service delays and support escalations
- Managed scheduling, payroll, inventory, and ensured compliance with corporate and local policies
- Strengthened team performance through structured onboarding, leadership coaching, and daily shift oversight
- Decreased scheduling conflicts by 30 percent through accurate forecasting and labor optimization

- Collaborated with corporate IT and regional managers to align local systems with broader ITSM support models
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Problem Solver

Amazon – Florence, NJ

September 2021 – December 2021 (Seasonal Special Assignment)

- Investigated and corrected shipment errors using warehouse software tools
 - Trained new hires and ensured adherence to safety and productivity standards
 - Contributed to a 15 percent reduction in order processing delays through accurate issue tracking and resolution
 - Assisted new hires with technical onboarding and equipment setup
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Leadership & Volunteer Work

- Vice President, 514 AMDS Airmen's Council & Booster Club – supported unit tech onboarding and improved shared drive usage for collaboration
 - Volunteer: Special Olympics, American Red Cross, local food pantries, and Airmen's Arctic community outreach – provided basic IT support and setup assistance during community events
 - Coordinated morale-boosting events and community engagements while supporting HRSD-related communications through shared digital workflows and collaboration tools
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