RON HUGHES

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PROFESSIONAL SUMMARY

Senior IT Support Technician & Security-Focused Engineer with 5+ years of enterprise experience supporting hybrid Windows environments, cloud identity, endpoint security, and mission-critical infrastructure.

EDUCATION

Augusta University, Bachelor of Science Cybersecurity - **Currently Enrolled (2028)**

ISC2 CC, Cybersecurity Certified **- Completed 2023 - [View Certificate](#)**

freeCodeCamp, JavaScript & Algorithms - **Completed 2023** [View Certificate](#)

CORE SKILLS

- **Identity Services:** Active Directory, GPO
- **Ticketing & Chat:** Zendesk, ServiceNow
- **Network & Hardware:** DNS, DHCP, ZeroTier, Cisco, Ubiquity, Protectli
- **Scripting:** JavaScript, SQL, Bash
- **Cloud Environments:** MS365
- **Cybersecurity:** Wireshark, pfSense
- **System Administration:** Windows Server, Linux Server

EXPERIENCE

Senior IT Support Technician   2025–Present
Infosys/Emerson — Remote/Aiken, SC

- Administering Active Directory, Azure AD, DNS, DHCP, and Group Policy for over 100 employees.
- Provide Tier 2–3 enterprise support for application failures, network outages, identity issues, and workstation/server errors across multiple departments.
- Document processes, update internal knowledge bases, and mentoring junior technicians.
- Configure and maintain core networking services. DNS, DHCP scopes, reservations, PTR/A records, site/subnet design, and print server queues.

Data Analyst Support   2023-2025
Dynatrace (Dynatrace SaaS) — Remote

- Leveraged Dynatrace USQL daily to write complex queries for extracting, filtering, and aggregating performance and business data, enabling advanced analysis of user behavior, application health, and system reliability.
- Designed and maintained custom dashboards and visualizations in Dynatrace, presenting key performance insights to stakeholders for proactive decision-making.
- Managed 10–20 active Zendesk tickets simultaneously, maintaining a 95%+ resolution rate and consistently delivering fast, accurate solutions for complex data, dashboard, and monitoring issues.
- Optimized client environments by analyzing application metrics, error rates, and performance trends.

Senior IT Technician

Ncite Solutions Group — Remote   2021-2023

- Managed Service Provider with extensive experience providing diverse IT services to both remote and face-to-face clients. Proficient in diagnosing and resolving Windows (10/11 & Legacy) issues, implementing new solutions, and upgrading existing infrastructure.
    - Key Skills: • On-Site IT Support: Provided prompt diagnosis and resolution of IT issues for clients in various settings, including dentists' offices, hospitals, doctor's practices, retail stores, restaurants, and customer homes.
- Remote IT Support: Utilized ScreenConnect for efficient remote assistance, resolving various Windows related and software issues for clients in various industries
- Network & Security Optimization: Configured and administered secure networks (including ZeroTier VPN) for smooth data flow and client confidentiality in diverse client environments.
- Setting up Microsoft 365: Implemented Microsoft 365 for clients, including setup of Exchange Online, SharePoint Online, and Teams to enhance collaboration and productivity.
- Azure AD Integration: Integrated Azure Active Directory to provide centralized identity management to clients. Reduced authentication issues by 30% and improved onboarding/offboarding efficiency for client teams.