

PROFILE

An adaptive learner and multi-tasker who can meet deadlines efficiently.

A strong leader mapping a career path for growth while working well with others, providing strong skills and exceptional customer service.

CONTACT

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Randen Hilliard

EDUCATION

Sam Houston State University - Huntsville, TX.

Undergraduate Student – Majoring in Management Information Systems (MIS)

Fall 2020 to Present

Cypress Ranch High School – Cypress, TX.

Graduated May 2020

WORK EXPERIENCE

VDI Communications, Inc. – Houston, TX.

June 2025 to August 2025

IT Systems Engineer/Desktop Support Technician

Working as a Microsoft Cloud Technician. Responsible for managing and maintaining cloud-based infrastructure services and security of cloud systems. Office 365 email technician. Providing support for outlook 365 email services. Working alongside System administrators and Network technicians setting up physical devices onsite for project-based work. Collaborating with cross functional teams to deploy applications and services, optimize cloud resources, and implement backup and disaster recovery plans. In doing so, having the opportunity to learn the business structure, as well as, experiencing different aspects of the company.

HEB – Huntsville, TX.

September 2024 to July 2025

Curbie – Retrieve eCommerce online orders and transport to the customer.

April 2024 to August 2024

Parking Lot Attendant/Bagger

Clearing the parking areas of standard and motorized shopping carts. Assisting customers with bagging needs and any assistance required.

Boys and Girls Club – Huntsville, TX.

December 2023 to March 2024

Youth Development Specialist

Developed relationships with members while planning, implementing, supervising, and evaluating all programs and activities in Core Program areas.

Lifetime Fitness – Cypress, TX.

August 2019 – April 2021

Lifeguard – First Aid Certified

Monitored indoor and outdoor state-of-the-art recreational and lap pools and maintained safety on waterslides.

COMMUNITY SERVICE

Sam Houston University Bearkat Camp Counselor

April 2022 to August 2024 – First Aid Certified

Providing an experience for incoming students that focuses on the spirit, pride, and traditions of Sam Houston. Guiding students as they participate in competitions, various outdoor and social activities.

HONORS

Sam Houston State University – The Presidents Honor Roll 4.0 GPA

Sam Houston State University – The Deans List of Academic Honors

ORGANIZATIONS

Member of Kappa Alpha Psi Fraternity Inc.

SHSU Rugby Team