Michael Hedges

mike.hedges821@gmail.com | 573-356-7636

OBJECTIVE

Motivated and detail-oriented entry-level IT professional seeking a role where I can apply my technical skills, resolve complex issues, and grow within a dynamic IT team.

QUALIFICATIONS

- **Systems Administration**: Active Directory setup and management, Group Policy, File Explorer permissions
- **Networking**: Router/switch configuration, VLANs, subnetting, VPN setup, ACLs, firewall configuration
- **Security**: Mobile Device Management (MDM), access controls, endpoint security awareness
- **Virtualization**: Virtual machines, virtualization management, VMware Workstation Player
- **Operating Systems**: Windows Server, MacOS, Linux
- **Software & Tools**: Microsoft Project, Salesforce, Wireshark, Nmap, Python, SQL, HTML and CSS
- **Communication**: Able to explain technical concepts to non-technical users

EDUCATION

Associate in applied science, Network Administration May 2025

- Kaskaskia College, Centralia, IL
- GPA: 4.0, Phi Theta Kappa Honor Society

Bachelor of arts, Anthropology, May 2005

- University of Missouri, Columbia, MO

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+

EXPERIENCE

System Administrator Internship, 2025

Washington County Hospital – Nashville, IL | 2025

- Deployed and configured Windows-based workstations
- Handled help desk support and resolved end-user issues
- Diagnosed and repaired hardware problems
- Installed network switches and UPS in IDF closets

References available upon request.

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CTV Coordinator

Tallgrass Creek – Overland Park, KS | Oct 2021 – May 2022

- Maintained broadcast systems and provided technical support to residents
- Assisted and trained residents on using equipment for regular broadcasts on internal channels
- Developed training guides and equipment documentation
- Managed inventory of studio technology

Technical Producer

KCTV5 – Fairway, KS | Apr 2013 – Sep 2021

- Operated studio automation systems for live productions
- Monitored transmissions and diagnosed technical issues
- Collaborated with IT to troubleshoot and resolve hardware/software problems

Video editor and videographer

eTrailer.com – Wentzville, MO | Oct 2012 – Mar 2013

- Created product demonstration videos for web publishing

Associate Producer & QA

CPI. Corp – St. Louis, MO | Oct 2011 – Sep 2012

- Conducted quality assurance on media products
- Managed production tracking in Salesforce

References available upon request.