

Mike Hedges

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

OBJECTIVE

Motivated and detail-oriented 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, Regedit, File Explorer permissions
- **Networking:** Router/switch configuration, VLANs, subnetting, VPN setup, ACLs, firewall configuration
- **Virtualization:** Virtual machines, virtualization management, VMware Workstation Player
- **Operating Systems:** Windows Server, MacOS, Linux
- **Software & Tools:** Microsoft Project, Visio, 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

CISCO Engineering Certification, August 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+
- CWNP Certified Wireless Technology Specialist

References available upon request.

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EXPERIENCE

IT Systems Technician

Nascote Industries, Inc. – Nashville, IL | 2025 to Present

- Sole IT Help Desk technician for 2nd shift, covering 3 departments and about 300 people
- Quick troubleshooting to prevent production downtime
- Configured and deployed Windows-based desktops, laptops, and tablets
- Adding and updating objects in Active Directory
- Used Matrix42 to create tickets and order applications for workstations
- Ran ethernet cables, terminated ends with RJ45s or Keystones
- Use of cable testing equipment

System Administrator Internship

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

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

References available upon request.