

# Jake Hempel

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## Experience

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### PTS Data Center Solutions – Jr. System Administrator

August 2019 - Current

Serves as a Jr. System Administrator for of an IT managed service provider that supports 4 SMB's, primarily within the medical industry. Tasks include: administrating 4 different Windows and VMWare vSphere environments, administering backups utilizing Veeam Backup and Replication, providing tier 3 helpdesk support for customers troubleshooting tickets on a server and desktop level, and serving as the security liasion between our security partner as well as being the primary point of contact for any security incident.

### Passaic County Prosecutor's Office – Homeland Security and Intelligence Unit

May 2018 - August 2018

Assisted with daily operations in the homeland Security and Intelligence unit which included open source intelligence collection, building and upgrading various content management systems that support homeland security missions and developing a training platform with the Urban Area Security Initiative. The development of the platform required coordination between stakeholders in order to develop software requirements that were later translated to the architecture and development of the training platform.

### Rutgers Digital Classroom Services – Support Specialist

August 2017 - May 2019

Served as a support specialist on-call for the Rutgers DCS helpdesk. Tasks included maintaining lecture room smart-podium, working with faculty and students to troubleshoot technology problems, and educating faculty on how to use the digital classroom technology.

### Rutgers Digital Classroom Services – Build Team

April 2017 - May 2019

Worked alongside project engineers and technicians on constructing smart-podiums from bare components and assisted with installing the smart-podium technology into Rutgers New Brunswick lecture halls. Tasks included racking components into smart-podiums, connecting components within smart-podiums according to wiring diagrams, inventorying all equipment and components in use, and removing old podiums to be upgraded.

## Education

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Information Technology and Informatics major / Critical Intelligence Studies minor  
September 2015 – May 2019 Rutgers School of Arts and Sciences

## Skills

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### Infrastructure

**Operating Systems** Windows (XP, Vista, 7, 8, 10), Windows Server (2008, 2012, 2016), Linux (Debian, Ubuntu, Kali, Raspian), Unix, macOS, Android

**Server Software** Apache2, Nginx, Samba, Microsoft Active Directory, Microsoft Exchange

**Virtualization** vSphere Suite (ESXI 6.0-7.0, vCenter, vCloud Director), VMware Horizon, VirtualBox

### Languages

**Programming** Python, Java, SQL, Bash, Powershell

**Markup** HTML, CSS, Markdown, XML, L<sup>A</sup>T<sub>E</sub>X

### Software

**Applications** Microsoft Office Suite(Word, Powerpoint, Excel, Outlook), Git, PuTTY/SSH, Wireshark, Splunk, Microsoft Deployment Toolkit, Veeam Backup and Replication

**Content Management Systems** Wordpress, Drupal, Moodle, Jekyll

References available upon request.