

Jake Hempel

✉ jakehempel@gmail.com 🌐 jakehempel.us 📄 jake-hempel

Experience

PTS Data Center Solutions – Jr. System Administrator

August 2019 - Current

Serves as a Jr. System Administrator for the network operations center of a small IT managed service provider that supports 4 businesses, primarily within the medical industry. Tasks include: administrating 4 different Windows-based environments, managing VMWare infrastructure, provisioning and monitoring internal and customer backups utilizing Veeam Backup and Replication, providing tier 3 helpdesk support for customers troubleshooting tickets on a server and desktop level, as well as provisioning IT equipment at customer sites.

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

Information Technology and Informatics major / Critical Intelligence Studies minor

September 2015 – May 2019 Rutgers School of Arts and Sciences

Skills

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 VMware ESXi, VMware vSphere, VMware vCloud Director, VMware Horizon, VirtualBox

Languages

Programming Python, Java, SQL, Bash, Powershell

Markup HTML, CSS, Markdown, XML, L^AT_EX

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.