Justin Hess

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OBJECTIVE

I am seeking a Network and Systems Administrator position where I can apply my technical skills and customer service experience to contribute to the success and growth of a reputable organization.

EMPLOYMENT HISTORY

Frank N. Magid Associates, Inc.   Marion, IA
Systems Support Specialist   March 2012 - Present
IT helpdesk support for 140 users nationwide
Systems administration and maintenance

Document Destruction and Recycling Services   Cedar Rapids, IA
Regional Sales Manager   December 2007 - March 2012
Territory included portions of Central and Eastern Iowa

Kirkwood Community College   Cedar Rapids, IA
Tutor   January 2012 - May 2013
Tutored up to three students per semester in computer networking courses

Document Destruction and Recycling Services   Cedar Rapids, IA
Route Driver   February 2007 - November 2007
Territory included portions of Central and Eastern Iowa

Snittjer Grain Company, Inc.   Wellsburg, IA
Commercial Applicator/Maintenance Technician   December 2001 - February 2007
Fertilizer and chemical application
General maintenance of equipment and vehicles

The Woodlands Racetrack   Kansas City, KS
Racing Official   January 2001 - December 2001
Record keeping, track maintenance, supervising personnel

EXPERIENCE

Computer Skills
• Deployed new hardware and coordinated repairs as necessary.
• Installed, configured, and maintained servers, routers, switches, wireless devices, and firewalls.
• Created and configured virtual machines in Windows Hyper-V, VMware, and VirtualBox.
• Resolved operating system issues (Mac OS X, Windows, Linux, Android, iOS).
• Performed software troubleshooting (Microsoft Office, Google Apps, video editing, etc.).
• Resolved networking connectivity issues.
• Performed Spyware / Malware / Virus removal.
• Installed and maintained general purpose and specialized software applications.
• Performed and managed weekly tape backup of critical company resources.

Customer Service
- Proven effective communication skills in face-to-face, over-the-phone, and online customer interactions.
- Provided as-needed, around the clock support for end users.
- Developed and maintained solid relationships with end users by assisting with development of customized business solutions, service coordination, project management, and problem resolution.
- Coordinated with hardware and software service companies to provide timely fixes and repairs for local and remote end users.

Administration
- Managed internal cost center for rental of IT equipment for company projects.
- Supervised installation and turn-up of optical fiber installation to company premises.
- Updated and maintained internal knowledge database for the IT department.
- Tracked incidents using an online ticket creation and tracking application
- Maintained physical inventory, software license, and network configuration spreadsheets
- Created technical writing pieces including company policies and procedures and problem and solution documentation for co-workers using workstation screenshots.

EDUCATION

Kirkwood Community College   Cedar Rapids, IA
Computer Support Specialist A.A.S. | GPA: 3.98/4.00   May 2015

Kirkwood Community College   Cedar Rapids, IA
LAN Management A.A.S. | GPA: 3.98/4.00   December 2015

Kirkwood Community College   Cedar Rapids, IA
LAN Management Certificate | GPA: 4.00/4.00   May 2013

Kirkwood Community College   Cedar Rapids, IA
PC Repair Technician | GPA: 3.98/4.00   December 2011

Wellsburg-Steamboat Rock High School   Wellsburg, IA
Diploma   May 1997

HONORS & AWARDS

- Recipient of the Bradley & Riley PC Information Technology Scholarship - Fall 2010
- Recipient of the Robert and Elizabeth Allsop Endowed Scholarship – 2012 & 2014
- Kirkwood Community College Dean's List: 2000, 2009, 2010, 2011, 2012, 2013, and 2014

ACTIVITIES AND INTERESTS

- Exploring and learning about new technologies
- Refurbishing and repurposing computers
- Programming and software development