

# Justin Hess

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## OBJECTIVE

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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

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Frank N. Magid Associates, Inc. <b><i>Systems Administrator</i></b> Primary contact for server and systems based infrastructure. Responsible for administration of the local network, internal server-based tools, and client-facing server and web solutions.	Marion, IA January 2015 - Present
Frank N. Magid Associates, Inc. <b><i>Systems Support Specialist</i></b> IT helpdesk support for 140 users nationwide Systems administration and maintenance	Marion, IA March 2012 - January 2015
Document Destruction and Recycling Services <b><i>Regional Sales Manager</i></b> Territory included portions of Central and Eastern Iowa	Cedar Rapids, IA December 2007 - March 2012
Kirkwood Community College <b><i>Tutor</i></b> Tutored up to three students per semester in computer networking courses	Cedar Rapids, IA January 2012 - May 2013
Document Destruction and Recycling Services <b><i>Route Driver</i></b> Territory included portions of Central and Eastern Iowa	Cedar Rapids, IA February 2007 - November 2007
Snittjer Grain Company, Inc. <b><i>Commercial Applicator/Maintenance Technician</i></b> Fertilizer and chemical application General maintenance of equipment and vehicles	Wellsburg, IA December 2001 - February 2007

## EXPERIENCE

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### 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 backups of critical company resources.

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## Customer Service

- Proven effective communication skills in face-to-face, over-the-phone, and online interactions.
- Provided scheduled and as-needed 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**

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Kirkwood Community College <i>Computer Support Specialist A.A.S.   GPA: 3.98/4.00</i>	Cedar Rapids, IA December 2014
Kirkwood Community College <i>LAN Management A.A.S.   GPA: 3.98/4.00</i>	Cedar Rapids, IA December 2015
Kirkwood Community College <i>LAN Management Certificate   GPA: 4.00/4.00</i>	Cedar Rapids, IA May 2013
Kirkwood Community College <i>PC Repair Technician   GPA: 3.98/4.00</i>	Cedar Rapids, IA December 2011
Wellsburg-Steamboat Rock High School <i>Diploma</i>	Wellsburg, IA May 1997

## **CERTIFICATIONS**

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- CompTIA A+ ce (April 2015 - April 2018)
- Google Apps Certified Administrator (July 2015 - December 2016)

## **HONORS & AWARDS**

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- Kirkwood Community College 2015 Outstanding Student, Network & System Administration
- Recipient of the Robert and Elizabeth Allsop Endowed Scholarship – 2012 & 2014
- Recipient of the Bradley & Riley PC Information Technology Scholarship - Fall 2010

## **ACTIVITIES AND INTERESTS**

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- Exploring and learning about new technologies
- Programming and software development