

Messiah Heredia (Male, 22)

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### Background:

Currently in year three of a five-year Computer Science master's program, with direct experience in help desk support and junior systems administration roles. My focus is on building expertise in Active Directory and core systems administration tasks, including user provisioning, group policy management, MFA and VPN configuration, and automating workflows using PowerShell. Skilled at troubleshooting Windows, macOS, and basic networking issues, as well as supporting Office 365 and standard office software.

Hands-on experience extends to building and repairing computer hardware, giving me a solid foundation in both legacy and modern components. I maintain and continually expand a personal home lab environment to test new technologies, practice system deployments, and grow my technical portfolio. Eager to learn more each day, I am actively pursuing additional certifications and real-world projects to strengthen my skills. Dedicated to documenting technical processes clearly and committed to ongoing self-improvement as I deepen my knowledge in systems administration and related

### Certifications:



### Relevant Work Experience:

#### M6 Networks - IT Specialist

Hands-on technical support to end users, maintained system performance, and ensured network uptime

across departments. I also handled hardware setups, user account management, and troubleshooting for Windows systems to keep operations running smoothly.

#### Deister Machine - IT Specialist

As an IT Specialist, managed users, equipment, deployed new thin clients, assigned and tracked IT equipment, and deployed and configured new thin clients to support daily operations.

Shadowed Systems Administrator Andy Baxter to understand roles more in-depth and get hands-on experience.

### References

Travis Maassen (260)-234-0358 (My Director of IT at m6 networks)

Andy Baxter (260)-450-3809 (Sr. Systems Admin at Deister Machine.

Donald Stevens (former IBM and now Perry proTech employee - 30+ years)

+1(260)-241-6650

Samuel Gray (Director of IT at JAT of Fort Wayne - 5+ years)

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