O'Ryan Hedrick

Summary

I am a workstation and system administrator with over 10 years of professional experience working with a wide variety of systems, both hardware and software. Starting out in help desk roles has prepared me for communicating with non technical end users and taught me the role of technical support in the business. Transitioning to onsite support brought me into contact with a broad range of hardware and gave me experience from the contractor's side of the IT support industry. Four years working for the US Army as a civilian has broadened my organization/teamwork experience, given me an opportunity to manage systems at a scale well beyond that found in a typical office, and required I come up with new solutions in keeping with numerous policies and regulations. I hope to continue on to a role where I can manage diverse systems and make greater use of the automation skills I've developed over the course of my career.

Experience

Sr. System Administrator   September 2022 - Present
Edgewater Federal Solutions   Albuquerque, NM
                                                                          40hrs/week - full time

- Document IT related processes and procedures.
- Resolve end-user hardware and software issues.
- Build kiosk images for thin clients, and deploy new images to existing kiosks.
- Coordinate with DMS-Team to create and update SCCM packages for deployment via Software Center.
- Coordinate with directory admins to update Group Policy for the medical clinic.
- Test new software on medical clinic workstations.

Experience

IT Specialist II GS-11   September 2018 - September 2022
Department of Defense - Department of the Army   Fort Leonard Wood, MO
                                                                          40hrs/week - full time

- Configured workstations according to Department of Defense regulations and customer needs
- Managed workstations remotely through SCCM, RDP, and PowerShell
- Created and deployed application packages and task sequences using SCCM
- Interpreted vulnerability reports and remediated issues on endpoints
- Kept detailed troubleshooting and resolution notes in ITSM/Remedy
- Automated workstation configuration tasks via PowerShell for projects and day to day tasks
- Maintained security clearance
- Collected data and coordinated with infrastructure teams to fix issues
- Maintained a database tracking printers on post, including supporting MS Access, SharePoint, and PowerShell components.
- Documented lessons learned to disseminate techniques and configurations amongst the team
- Migrated personal and team documentation to the Microsoft Cloud
- Migrated team processes to PowerApps, including the printer database and a tracker for mandatory training

Field Service Technician   April 2013 - July 2018
Decision One   St. Louis, MO and Kansas City, MO
                                                                        2-40hrs/week - part time

- Supported office, library, data center and manufacturing settings
- Resolved hardware issues on workstations and RFID security gates, performing repairs and ordering parts when needed
- Resolved Windows and Microsoft Office issues, install software
- Staged new PC's using SCCM
- Migrated user data to new machines and verified functionality such as web access, vpn access, etc.
- Installed/deinstalled rack-mounted servers in an enterprise data center
- Documented issues using Remedy, Service Now, or Astea

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Technician
Super Technology Solutions / Cigna

<div align="right">February 2013 - April 2013
St. Louis, MO
40 hrs/week - full time</div>

- Supported phone and data network connectivity
- Used toner and probe to follow wiring to punchdown block, and punchdown tool to relocate connections

Support Analyst
Apex Systems Inc / Enterprise Holdings

<div align="right">August 2010 - November 2012
St. Louis, MO
40hrs/week - full time</div>

- Supported end users via phone and remote system access
- Resolved hardware issues involving thin clients, desktops, laptops, and a variety of peripherals
- Resolved issues involving network access, software, AS/400 print queues, and AS/400 terminal access
- Documented issues in HP Openview, Remedy, and Service Now

System Proficiency

- Workstation management in SCCM / MECM - expert
- Windows 10 administration - expert
- Managing Active Directory users and computers - expert
- PowerShell - expert
- Application management in SCCM / MECM - basic
- Active Directory Group Policy - basic
- Microsoft Access - proficient
- Microsoft Excel formula writing - basic
- ITSM / Remedy - proficient
- Power Automate developement - basic
- Power Apps developement - basic
- Linux command line - basic
- Salt Stack - basic
- Ubuntu deployment - basic
- SQL queries - proficient
- Git - basic

Certifications

- CompTIA Security+
- CompTIA A+
- Army CES Intermediate Leadership

Other Skills

- Creating customized installation media using MDT
- Creating VMs in ESXi
- Creating VMs and LXC containers in ProxMox
- Typesetting with LaTeX
- Simple programming with dotnet and C#
- Simple programming with TypeScript
- BAI RMF training

Education

Rankin Technical College
St. Louis, MO — Associate of Technology

<div align="right">August 2008 - May 2010</div>

Southwestern Illinois Community College
Belleville, IL — Associate of Science

<div align="right">August 2003 - May 2006</div>

References

- Antonio Rodriguez
- Joshua C Ray
- Gabriel A Areizaga

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