

# O'Ryan Hedrick

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## 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

### IT Specialist II GS-11

Department of Defense - Department of the Army

September 2018 - September 2022

Fort Leonard Wood, MO

40hrs/week - full time

- Configure workstations according to Department of Defense regulations and customer needs
- Manage workstations remotely through SCCM, RDP, and PowerShell
- Create and deploy application packages and task sequences using SCCM
- Interpret vulnerability reports and remediate issues on endpoints
- Keep detailed troubleshooting and resolution notes in ITSM/Remedy
- Automate workstation configuration tasks via PowerShell for projects and day to day tasks
- Maintain security clearance
- Collect data and coordinate with infrastructure teams to fix issues
- Maintain a database tracking printers on post, including supporting MS Access, SharePoint, and PowerShell components.
- Document lessons learned to disseminate techniques and configurations amongst the team
- Migrate personal and team documentation to the Microsoft Cloud
- Migrate team processes to PowerApps, including the printer database and a tracker for mandatory training

### Field Service Technician

Decision One

April 2013 - July 2018

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

### Technician

Super Technology Solutions / Cigna

February 2013 - April 2013

St. Louis, MO

40 hrs/week - full time

- 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

August 2010 - November 2012

St. Louis, MO

40hrs/week - full time

- 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

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## System Proficiency

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- 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 development - basic
- Power Apps development - basic
- Linux command line - basic
- Salt Stack - basic
- Ubuntu deployment - basic
- SQL queries - proficient
- Git - basic

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## Certifications

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

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## Other Skills

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- Creating customized installation media using MDT
- Creating VMs in ESXi
- Creating VMs and LXC containers in ProxMox
- Typesetting with L<sup>A</sup>T<sub>E</sub>X
- Simple programming with dotnet and C#
- Simple programming with TypeScript
- BAI RMF training

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## Education

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

August 2008 - May 2010

**Southwestern Illinois Community College**  
Belleville, IL — Associate of Science

August 2003 - May 2006

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## References

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- Joshua C Ray
- Gabriel A Areizaga

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