

Hunter Hackley

Information Technology

1445 Plum Street, Lincoln, NE 68502 / 402-690-9082 / hhackley2@gmail.com

Professional Summary

With three years of hands-on IT experience, I have had the opportunity to tackle real-world problems and collaborate with diverse teams. My expertise spans across various domains, including computer programming, web development, database management, and system administration. My passion for learning drives me to stay up to date with the latest industry standards and technologies, ensuring that I remain a valuable asset to any team or project.

Employment History

JUN 2023 – Present
Lincoln, NE

IT Help Desk Associate, University of Nebraska-Lincoln

- Delivering high quality IT support to students, staff, and faculty
- Performing installations and repairs in line with vendor specifications
- Leveraging tools to troubleshoot Network and IoT devices & connections
- Managing, creating and deploying software, applications, task sequences, and device collections in SCCM
- Managing configuration profiles & policies in Jamf
- Assisting students, staff, and faculty through a ticketing system

MAY 2022 – SEP 2022
Lincoln, NE

Help Desk Engineer Intern, Spreetail

- Managed troubleshooting and configuration of desktop components
- Configured workstation setup of 800 desks including assembly, cable management and functional setup for use
- Provided IT support to departments through a ticketing system
- Deployed Windows OS images and software to devices through SCCM
- Configured network switches to optimize imaging deployment to machines
- Setup and maintained AV equipment for conference rooms

AUG 2021 – JUN 2023
Lincoln, NE

IT Assistant, University of Nebraska-Lincoln

- Provided IT support to students, staff, and faculty
 - Assisted students, staff, and faculty through a ticketing system and phone support
 - Administered DUO Two Factor Administration support
 - Resolved login issues and issued password resets to students, staff, and faculty
 - Completed repairs on various branded devices
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Skills

Network Troubleshooting

Desktop Support

Information Security

Incident Response

Communication

Teamwork

Problem Solving

Endpoint Management

Education

APR 2024 – MAY 2025 **Associates of Computer Application Development, SCC**
Lincoln, NE Completing coursework to satisfy an Associates of Computer Application Development

MAY 2024 – JUL 2024 **Associates of Liberal Arts, Metropolitan Community College**
Lincoln, NE Completed coursework to satisfy an Associates of Liberal Arts

SEP 2018 – MAY 2020 **IT Generalist Certificate, Metropolitan Community College**
Lincoln, NE Completed coursework to satisfy a Career certificate of IT Generalist

AUG 2020 – MAY 2024 **Bachelor of Engineering in Computer Sciences, University of Nebraska-Lincoln**
Lincoln, NE Completed coursework towards an unfinished Bachelor of Engineering in Computer Sciences

AUG 2016 – MAY 2020 **High School Diploma, Papillion LaVista South High School**
Papillion, NE

Certifications

Google IT Support Professional	Apple Hardware Technician
Dell Hardware Technician	Lenovo Hardware Technician
HP Hardware Technician	CompTIA A+ In-Progress

Honors

MAY 2024 **Endpoint Management & Troubleshooting Leader, University of Nebraska**
