

Dustin Hess
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Summary

I have a solid work record, and a strong technical background. I studied Management Informations Systems at EIU, and I consider my strongest point to be my breadth of experience with different platforms.

Skills

- Experience with every major desktop OS
- Fast and efficient troubleshooting via phone, email, or in person
- Experience with Oracle, Cobol, Visual Basic, Drupal, Cherokee, Active Directory, Exchange, MS SQL, MySQL, Windows Server 2000 – 2008, Ubuntu Server, Debian, NAMP, Google Apps, Amazon EC2 and Vmware ESXi

Education

Eastern Illinois University	2007-2009	MIS – Networking Program
Sauk Valley CC	2005-2007	Associate of Sciences
Morrison High School	2001-2005	Diploma

Work Experience

Software & Training Administrator **First Bank & Trust** **2010-Current**

- Maintain Windows 2008 - 2000 servers
- Diagnose and troubleshoot network issues
- Maintain Vmware cluster
- Provide all server and workstation patches through NAMP
- Provide user assistance via phone and email

Level 2 Tech Support **Consolidated Communications** **2009-2010**

- Provide telephone and email support for Internet, VOIP, and IPTV products

Night Assistant Supervisor **Eastern Illinois University** **2007-2009**

- Act as a liaison between EIU and the Police Department
- Supervise up to 8 workers each shift
- Interview and train new employees

Sales/Support **Prescott Satellite Systems** **2005-2007**

- Sell, setup, and maintain Wild Blue Satellite Internet and SOHO networks
- Setup and maintain all company computers and networking equipment
- Assist in business decisions including policy, pricing, and inventory