

Jeremy Hinz

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Summary

Being in the technology field is a versatile job that requires multiple skill sets. The basics of being professional, communication, organized, detailed, analytical, and a team player are strong traits. Parts that help is a degree in networking administration, a bachelor's in CIS with an emphasis on software engineering, and currently finishing a degree in web programming. With this working to utilize technology to meet company needs for over ten years. Before working in IT, I was a Sales Representative for close to five years using soft skills.

Work Experience

NeuroResearch Centers – Duluth, MN

Program & System Analyst (September 2016 – Present)

Computer Support Analyst (December 2014 – September 2016)

Managing IT, programming, website, databasing, network, & server needs.

- Create custom programs (C#), databases (SQL and MS Access), websites (WordPress & C# ASP.NET), and macros (Batch & AutoHotKey).
- Support all computers (Windows & Mac), servers (Windows), IP desk phones, network with switches with cabling, and printers (Ricoh, Brother, and HP).
- Work on technology projects such as setting up Telemedicine, implementing a HIPPA compliant patient Electronic Health Records system, an in-house program called "First Line of Assistance" to help employees with common questions about the company's services, plus several servers builds from scratch.

TEKsystems – Duluth, MN

Desktop Support Technician (July 2014 – September 2014)

Worked as an IT contractor for the U.S. Federal Government (EPA)

Helping upgrade OS, keeping track of inventory, & help desk support.

- We were working on upgrading desktops and laptops to a newer OS
- Keeping track and replacing peripherals to meet new security standards.
- Help a team provide help desk support while upgrading hardware & software.

CHK Nutrition – Duluth, MN

Senior IT Technician (April 2014 – July 2014)

I helped with an infrastructure overhaul, desktop, server, & MS Access support.

- Help find technology that meets the company's goals.
- Desktop and server support.
- Provide client support for applications.
- Database administration with MS Access.

Cirrus Design Corporation – Duluth, MN

Desktop Support Engineer (May 2012 – April 2014)

I helped with help desk requests, Active Directory, phone administration, & devices.

- I resolved over 5,000 service requests within two years.
- Manage time by handling on average 5 to 20 service tickets at once for a backlog.
- We supported over 800 users & devices of Windows, Mac, iPhone, and Android.
- Manage and nesting user’s permissions with Active Directory.
- Deployed computers and provided desk and cell phone administration.
- Create documentation on program installation and how-to guides for company use.
- Answered phones, e-mails, and walk-ins support, and front-line Infrastructure needs.

CHK Nutrition – Duluth, MN

IT Technician (November 2009 – May 2012)

Officially became an IT Technician in November 2009 while performing sales tasks.

- The first line of support for most IT needs.
- Perform essential maintenance and fixes on computers, servers, and networks.
- Provide support for applications, MS Office, Access, and general industry programs.

Sales Representative (January 2005 – November 2009)

- Provide customer support and take orders via phone, e-mail, and fax.
- Attend company conferences to help promote company products.
- Help with inventory, warehouse, and shipping needs.
- Help customers navigate the company website.

Education

A.A.S. – Web Programming 2021 – www.lsc.edu
 B.S. – CIS Software Engineer 2016 – www.css.edu
 A.A.S. – Network Administration 2012 – www.lsc.edu

Certifications

CompTIA: A+ IT Technician
CompTIA: Network+
edX: Querying Transact-SQL
edX: Data Science Orientation

Lake Superior College – A.A.S. Web Programming (2021)

Web Site Design	Advance Web Design	Date-Drive Websites	Python
Web Programming I	Web Programming II	Mobile App Programming	Capstone
Web Scripting	Web Graphics I	Emerging Technology	Internship

The College of Saint Scholastica – B.S. CIS Software Engineer (2016)

Database Modeling	Java I & II	Management Info Systems	Software Design
Software Quality Assurance	C# I & II	Management Ethics	Web Design
System Analysis	Statistics	Server-Side Web Development	Implementation

Lake Superior College – A.A.S. Network Administration (2012)

CompTIA: Security+	CompTIA: A+ Software	CompTIA: A+ Hardware	SQL
MS: Active Directory	Cisco: CCNA Academy	Computer User Support	Linux: Ubuntu
MS: Infrastructure	Microsoft: Client	Microsoft: Server	Unix: Red Hat

Referrals are available upon request.