

# Ben Hamler

## IT Professional

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### Work Experience

#### Howden Tiger / IT Support Analyst

2019 - Present, Edina, MN

- User management (onboarding, changes, & offboarding)
- Systems administration using O365, PowerShell, Active Directory, & Azure
- Hardware/Workstation procurement setup, troubleshooting, & maintenance
- Mobile Device Support (iOS & Android)
- Telephony support (VoIP Microsoft Teams)
- Video conferencing (Microsoft Teams & Zoom)
- Generating & maintaining internal documentation for tools, applications, & processes

#### Deloitte / Technology Analyst

2017 - 2019, Minneapolis, MN

- Responsible for maintaining end user relationships at all levels of the organization while providing technical support to Deloitte's mobile workforce locally, at client engagement sites, or other locations as required in a 24x7 environment.
- Support includes laptops (Windows & macOS), printers, software, & mobile telephony devices.

#### Insite Software / IT Support Analyst

2014 - 2017, Minneapolis, MN

- Responsible for 100+ users on both Windows and macOS.
- Managed the domain using a combination of Active Directory and Microsoft O365 in a hybrid environment.
- Handled all IT related procurement for both on-site and remote employees.
- Responsible for internal server patching utilizing WSUS.

### Skills

**Languages:** HTML • CSS • JavaScript • PowerShell • Unix Shell • Bash

**System Administration:** Active Directory • Microsoft O365 • Windows Server • Okta • Jamf

**Operating Systems:** Windows • macOS

**Development Tools:** Github

**Content Management Systems:** Wordpress • Squarespace • SharePoint

**Software:** MS Office Suite • Sketch • Balsamiq • Xd • Photoshop • Illustrator • InDesign

### Education

#### User Experience Apprenticeship

2018 - 2018, Online Delivery

Training provided by Devon Singh, MIT, MHCID, UXC, a user experience professional certified by the Nielsen Norman Group (ID# 1022129)

#### Metropolitan State University /

Bachelors of Science

2013 - 2016, St. Paul, MN

Computer Information Technology

#### Normandale Community College /

Associate of Art

2010 - 2013, Bloomington, MN

General Education