

# ETHAN HACKLEY

303.520.4457

**IT HELPDESK ANALYST**

ehackley@gmail.com

## EDUCATION

**Metropolitan State University** **2013 -Present**  
*Computer Information Systems- Focus: network admin and cyber security.*

**Community College of Denver** **2014-2015**  
*Computer Information Systems- Non-degree seeking*  
• CompTIA A+, Network+, Security+

**Loyola University Chicago, Marketing** **1993 -1996**  
*Bachelors of Business Administration*

## EXPERIENCE

**IT Helpdesk Analyst** **2017 -2018**  
SRS Acquiom

- Provide help desk support for hardware, network and software
- Prioritize, assign and respond to staff issues (submitted via ticketing system)
- Perform diagnostics to collect information to determine and correct the source of error and isolate performance issues
- Test and deploy new software, procedures, installation, conversion and upgrades
- Maintain database of all staff inventory, user accounts and logins to facilitate on/off-boarding process
- Configure and maintain cloud apps, desk phones, cloud faxing, copiers, projectors and scanners. Coordinate IT Projects with vendors
- Contact vendors to research issues and determine and implement solutions
- Review service costs and recommend improvements
- Maintain IT/Admin and Tech Training documentation
- Follow/implement documented security procedures and standards
- Maintain employee backup system as part of Disaster Recovery/Backup Plan
- Automate help desk tasks and maintain security profiles via MDM software for laptops and company smart phones
- Repair computers and manage laptop loaner pool
- Perform end-user training on macOS and other company-utilized tools

**Senior Mortgage Banker** **2012-2016**  
*All Western Mortgage*

- Responsible for generating new business through my circle of influence
- Managed loan origination process from initial application through loan closing
- Maintained and managed personal website, contact database and advertising

*First Choice Loan Services* **2011-2012**  
*Colorado State Bank and Trust* **2010-2011**  
*Wells Fargo Home Mortgage* **2008-2010**

## VOLUNTEER WORK

Curtis Park Neighbors • **Board member** Youth sports coaching • **Blessed Sacramento School basketball**  
Friends of Mestizo-Curtis Park • **Board member** • **Denver Lacrosse Club**

## SKILLS

DESKTOP SUPPORT  
**Tier 1 & 2 support**

CUSTOMER SERVICE AND PROJECT MANAGEMENT  
**20+ years**

OPERATING SYSTEMS  
**MacOS, Windows, Windows Server**

MOBILE DEVICES  
**IOS & Android**

ENTERPRISE  
**G-Suite Admin**

OFFICE SUITE  
**Microsoft Office 365, Google Docs**

TICKETING SYSTEM  
**Jira**

EMAIL  
**Gmail, Apple mail, Outlook**

MOBILE DEVICE MANAGEMENT  
**JAMF & AirWatch**

ANTIVIRUS & INTERNET SEC  
**ESET, malwarebytes**

CLOUD BACKUP SOLUTIONS  
**Google Drive, Crashplan Pro**

PASSWORD MANAGEMENT  
**LastPass**

ASSET MANAGEMENT  
**JAMF, G-Suite**

VPN  
**NordVPN IKE, Cloak**

REMOTE DESKTOP  
**TeamViewer, Chrome Remote Desktop**

AUDIO-VISUAL SETUP  
**Chrome box, Apple TV**

