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ETHAN HANN

IT PROFESSIONAL | [GITHUB.COM/ETHAN-HANN](https://github.com/ethan-hann)

## OBJECTIVE

Enthusiastic Programmer eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. Clear understanding of Scrum and Agile software development frameworks. Motivated to learn, grow, and excel in the software and IT industry.

## SKILLS

- Troubleshooting networks, computers, and devices.
- Problem solving
- Communication
- Software Documentation
- Scrum
- Agile Framework
- Operating Systems (Windows, Linux, and MacOS)
- Technical Writing
- Critical Thinking
- C# Programming
- Java Programming
- Dot-Net Framework
- NetSuite ERP

## EXPERIENCE

### IT MANAGER • [REDACTED] • 08/2024 – CURRENT

Performed duties of an IT Manager and helpdesk:

- Responsible for maintaining IT equipment and software for a medium-sized company.
- Provide general troubleshooting for printers, emails, and software.
- Developed and maintained in-house software:
  - Maintained Sample Shipping application.
  - Developed an order tracker for transportation and disposal jobs.
  - Developed a fuel surcharge calculator that automatically finds the correct surcharge for diesel for billing.
- Routinely checked backups and the security status of network with NinjaRMM.
- Maintained and configured Synology NAS housing important files.
- Maintained Fortinet firewalls at multiple locations.
- Implemented NetSuite ERP and led the switch from QuickBooks.
- Created various training documents and guides for users.

### TECHNICIAN • [REDACTED] • 08/2020 – 03/2024

Performed duties of a Level 1 technician and beyond:

- Clone hard drives.
- Set up computers running Windows 11, 10, and 7.
- Provide general troubleshooting for printers, emails, and software.
- Installed and configured Microsoft Active Directory and Windows Server 2012, 2016, 2019, 2022.
- Did some programming work on projects for clients:
  - Developed a Sample Shipping application in C#.NET which allowed companies in the petrochemical field to keep track and manage shipping of chemical samples to refineries.
- Routinely checked backups and the security status of client's networks with Kaseya RMM and NinjaRMM.
- Used Synology NAS's and Routers regularly.
- Used Fortinet and SonicWall firewalls extensively.



[REDACTED]



[REDACTED]



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## EXPERIENCE (CONT.)

### IT MANAGER • [REDACTED] • 06/2015 – 08/2020

- Oversaw the daily performance of computer systems and immediately responded to issues to keep the network up and running.
- Managed network and system performance, conducted troubleshooting, security patching, and maintenance.
- Provided users with technical support the computer issues.
- Managed the backup and security of networked systems.
- Built, customized, and repaired technology based on staff requests.

### INSTRUMENT MAN • [REDACTED] • 05/2013 – 06/2015

- Conducted surveys to establish legal boundaries for properties using recorded deeds.
- Collected datapoints using geodetic and engineering instruments for use in making survey maps.
- Adjusted surveying instruments to maintain their accuracy.
- Recorded the results of surveys including the shape, contour, location, elevation, and dimensions of land or land features.

## EDUCATION

### B.S. COMPUTER SCIENCE • 05/2020 • [REDACTED]

- Coursework in Advanced Enterprise Java and Frameworks, Computer Administration, Design of Database Systems, and Operating Systems.
- Collaborated with a team of 4 on an Android application for final project called Recipe5nd; the application allows the reverse lookup of recipes based on ingredients.

### HIGH SCHOOL DIPLOMA • 06/2014 • [REDACTED]

- Member of the [redacted]; Snare Drum
- Marched at the State contest in [redacted] at the [redacted]
- Awarded Outstanding Junior and Senior
- Participated in BPA Freshman and Sophomore year

## VOLUNTEER EXPERIENCE OR LEADERSHIP

- Managed a team of 4 my Senior year of college for our Senior Project.

## CERTIFICATIONS

- TestDome Java Certificate: <https://www.testdome.com/cert/8yr9bt2rfi>



[REDACTED]



[REDACTED]



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