

# John Hainge

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Portfolio: [jmhainge.weebly.com](http://jmhainge.weebly.com)

## EXPERIENCE

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### *IT Service Desk Specialist, 2022-2023*

Progressive, Colorado Springs, CO

- Remote call queue troubleshooting, providing support for a domain of over 50,000 external users and employees, consisting of: OS, VM, software, hardware, and network issues via STAR methodology.

### *IT Specialist, 2020-2021*

Skyward Federal, Colorado Springs, CO

- Oversaw an OS/iOS domain via Jamf Pro and Google Identity, providing end-user troubleshooting and hardware deployment.
- Deployed shell scripts to automate progress tracking and reporting for ~20 developers.
- Prioritize user tickets and create/update associated documentation where necessary via Atlassian Suite (Jira Service Desk, Confluence).
- Installed/configured network hardware: modem/router, switch, media converter, meshed WAPs, etc.

### *HelpDesk Administrator, 2019-2020*

Biblica, Colorado Springs, CO

- Maintained a Windows domain of ~100 users by providing: OS, software, and hardware troubleshooting; locally and remotely.
- Expedite tedious processes such as syncing servers or manipulating Active Directory via shell scripts.

### *Student Developer, 2017*

Street Smart Auto Brokers, Colorado Springs, CO

Project Description: This client wanted a mobile app prototype that would allow customers to: view inventory, recommend/schedule maintenance, and leave reviews.  
Environment: Developed in C#, the finalized .apk was designed and exported with Unity3D. My team was able to collaborate code effectively using a Git repository.

- Led a team of four computer science students to develop a functional prototype for the client (lacked networking and security).

## TECHNICAL SKILLS

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- **Programming:** C#, C++, Java, Python, HTML, CSS, Javascript
- **Tools/Software:** Visual Studio, Unity3D, GitHub, Terminal/Powershell, Atlassian Suite, AD/Azure AD, MS 365, Jamf Pro, VMWare Horizon, Splunk

## EDUCATION

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- Bachelor of Innovation: Game Design & Development, University of Colorado at Colorado Springs, 2018

## CERTIFICATIONS

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- Jamf Certified Associate