

# Jack Hiles

Cresson, PA | 863-670-8860 | JackeHiles@gmail.com | HilesTech.com

## PROFESSIONAL SUMMARY

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CompTIA A+ and Network+ certified IT professional with 3 years of hands-on helpdesk experience supporting 100+ users in an enterprise environment. Proven ability to reduce resolution times through scripting and automation. Strong background in Windows/Linux systems, networking, and virtualization, with additional depth from self-driven homelab projects. Seeking a helpdesk or desktop support role where I can deliver reliable technical support and grow into systems administration.

## EXPERIENCE

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### Electronics Associate | Walmart, Ebensburg, PA

Jan 2026 – Present

- Serve as the go-to technical resource for customers in the electronics department, advising on computers, smartphones, and networking devices
- Troubleshoot device setup, Wi-Fi connectivity, and software configuration issues for customers in real time
- Maintain department inventory and deliver consistent, high-volume customer service

### Lead Helpdesk Technician | Child Evangelism Fellowship IHQ, Warrenton, MO Aug 2022 – Jul 2025

- Promoted from intern to lead technician based on performance and initiative
- Provided Tier 1 & Tier 2 support for 100+ users across hardware, software, and networking issues
- Developed PowerShell and Python scripts that automated repetitive tasks and reduced ticket resolution time by 30%
- Led helpdesk operations, improved internal documentation, and streamlined employee onboarding processes
- Coordinated IT support for multiple large-scale conferences, ensuring reliable systems under high-demand conditions

## SKILLS

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Windows & Linux | Windows Server | Active Directory | Microsoft 365 | Networking | PC Build & Repair | Hardware & Software Troubleshooting | PowerShell | Python | Batch Scripting | Docker | Proxmox | HTML/CSS/JavaScript | MySQL | Documentation | Customer Service

## HOMELAB & TECHNICAL PROJECTS

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- Built and maintain a Proxmox-based virtualized homelab hosting multiple Linux services
- Deployed and manage Docker containers for self-hosted applications
- Implemented internal DNS with DNS-based content filtering for network-level security
- Configured NFS network storage, resolved permission issues, and performed Linux disk expansion and service recovery
- Regularly troubleshoot VM, container, DNS, and networking issues — mirroring real enterprise environments

## CERTIFICATIONS

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CompTIA ITF+ (2023)    CompTIA A+ (2024)    CompTIA Network+ (2025)

## EDUCATION

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### Associate of Computer Science (Computer Programming)

West Georgia Technical College, Carrollton, GA — Expected Dec 2026