# Ryan Hessler

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## RESUME OBJECTIVE

**I am graduating in May 2025 from Montana Technological University with a B.S. in Computer Science, and will be relocating to Bemidji, MN by August 2025. I am looking for software development, system administration, or similar roles in or near the Bemidji area.**

## SKILLS

- **System Administration:** Group Policy, Active Directory, PDQ Inventory, PDQ Deploy, Hyper-V Manager, Windows Deployment Services, print servers, file servers
- **Programming:** Python, C++, PHP, MySQL, HTML/JS/CSS, LaTeX
- **Other:** TeamDynamix (ticketing system), Softdocs Etrieve, phpMyAdmin, hardware & network troubleshooting

## WORK EXPERIENCE

### Computer Support Specialist III                                    Aug. 2022 – Present
*Montana Technological University*                                              *Butte, MT*

- Acted as the primary Computer Support Specialist for all non-academic departments of the university (Enrollment Services, HR, Payroll, Office of the Chancellor, Athletics, etc.).
- Managed inventory and upkeep of 500 computers, 60 printers, and A/V equipment for 15 conference rooms.
- Designed & implemented multimedia conference room setups including audio mixers, amplifiers, microphones, projectors, Smart Boards, video conferencing equipment, and discrete cable routing.
- Carried out hardware, software, and network troubleshooting for users, and completed hardware repairs & replacements for PCs and A/V equipment with faulty components.
- Diagnosed network issues with firewalls, static IPs/DHCP reservations, and hardware.
- Used PowerShell scripts to automate tasks or process complex information.
- Used PDQ Inventory & PDQ Deploy to remotely gather information, make changes to computers, and create and silently deploy software packages.
- Created and deployed Hyper-V images with Windows Deployment Services.
- Administered print servers and file servers.
- Set up and troubleshot Open Database Connectivity (ODBC) connections.
- Wrote concise, easy to follow documentation on our Knowledge Base for common issues.

### IT Help Desk Technician/Intern                                         2021 – 2022
*Montana Technological University*                                              *Butte, MT*

- Digitized campus forms and their respective workflows/routing with Etrieve digital forms and extended their functionalities with JavaScript, KnockoutJS, and jQuery.
- Created the IT Help Desk's current internal web interface with links to administrative tools.
- Acted as an administrator in the Moodle Learning Management System.
- Campus-wide support (password resets, spam/phishing emails, etc.).

### Web Designer/Owner                                                    2018 – Present
*Foxabella Web Designs*

- *Currently spend less than 5 hours a month on my business, just maintaining/periodically updating a few sites for continuing clients*
- Managed business finances/tax obligations as an S corporation with employees (I no longer employ others).
- Designed & built websites with WordPress + HTML/CSS/JS for custom requests (stores, donation forms, etc.).

## EDUCATION

### Montana Technological University                                          May 2025
*B.S. in Computer Science, Minor in Mathematics, Emphasis on Business*            *Butte, MT*

## PROJECTS

- **Undergraduate Research** - As part of a small team, re-developed an interface for a touchless respiratory monitor to be more efficient. Used Qt and C++.
- **Home File Server (Jun. 2023):** Used FileCloud Community Edition hosted on Ubuntu Linux to create a file server. Cloudflare Zero-Trust (Cloudflared/Cloudflare Tunnels) was used to make the file server accessible off my home network at files.rhessler.com.
- **Montana Route Planner (May 2024):** Created a full-stack web application where users could select two cities in Montana and see forecasts for all points along their route. Used HTML, CSS, JavaScript, PHP, mySQL, and the National Weather Service API.

## AWARDS & RECOGNITION

- **Montana Technological University Staff Senate 'Pat on the Back' (Feb., May, Oct. 2023; July, Aug. 2024):** A peer nominated award for "Performing beyond expectation, making exceptional efforts toward achieving the mission of Montana Tech."

## ACTIVITIES & INTERESTS

- **Anaconda Restoration Association (ARA)** - Board Member & Webmaster (2018 - Present)
- **Montana Technological University Staff Senate** - Senator & Communications/Marketing Committee Member (June 2023 - June 2025)
- **Montana Technological University Accessibility Committee** - Member (2024 - Present)
- **Montana Technological University** - Established Montana Tech outdoor club/program (2020)
- **Billy Poole Foundation** - Volunteer (2015 - Present)
- **FAA Private Pilot License**
- **Languages:**
  - English: Native
  - Italian: CEFR B1