



HUNTER SCHULTZ

IT Technician

CONTACT

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SKILLS & TOOLS

IT Support & End-User Services

- Tier 1–2 user support, remote and onsite troubleshooting, ticketing systems
- Windows and Linux OS support, registry fixes, malware remediation
- Email, printing, credential/login issues, cloud file access, system error analysis

Endpoint Deployment & Configuration

- Windows 10→11 migrations, system imaging, OS reinstallations
- EFI partition repair, drive cloning (SSD/M.2), hardware replacement
- BIOS/UEFI configuration, device enrollment, asset and inventory tracking

Networking Fundamentals

- LAN/WAN troubleshooting, VLANs, DHCP, DNS, IP addressing
- Wireless troubleshooting, AP and switch installation
- Connectivity diagnostics, cable tracing, basic routing/switching

CAREER OBJECTIVE

Detail-oriented IT Support Technician with hands-on experience supporting Windows and Linux environments across healthcare, education, and enterprise operations. Strong background in endpoint deployment, system upgrades, hardware diagnostics, and Tier 1–2 user support, with a consistent focus on accuracy, documentation, and procedural compliance.

Known for reliable troubleshooting, clear communication, and methodical problem-solving in both user-facing and infrastructure-focused roles. Seeking to contribute to an organization that values stable systems, secure operations, and well-documented IT processes while continuing to grow into broader systems and administrative responsibilities.

WORK EXPERIENCE

DCO Technician, Amazon Web Services, 12/2025 – Current

- Execute rack-and-stack operations for network and compute infrastructure in a hyperscale data center environment.
- Build, cable, and validate non-integrated racks, including power distribution, console access, and network connectivity.
- Perform hardware diagnostics, QA validation, and pre-production testing on non-live systems.
- Maintain accurate asset records, database updates, and ticket documentation to support operational readiness and compliance.

IT Intern, Sundown M Ranch, 07/2025 – 12/2025

- Delivered end-to-end IT support in a HIPAA-regulated healthcare setting, supporting clinical, administrative, and residential operations.
- Planned and executed Windows 10 to Windows 11 migrations, including EFI partition repair, drive replacement, and system recovery.
- Diagnosed and resolved complex hardware, OS, malware, user access, email, printing, and cloud-based application issues.
- Created internal documentation and standardized procedures to improve troubleshooting efficiency and system consistency.

Infrastructure & Cabling

- Rack-and-stack installation, structured cabling (TIA/EIA)
- Cat5e/Cat6 termination, single- and multimode fiber
- PoE device setup, infrastructure testing, labeling, NEC compliance

Systems Administration Fundamentals

- Windows and Linux OS management, Active Directory fundamentals
- Patch management, virtualization exposure (VMware/Hyper-V)
- Server OS configuration familiarity, network storage, cloud exposure

Security & Compliance

- Endpoint security, system hardening, vulnerability assessment basics
- Microsoft and Cisco Security Essentials, NIST framework familiarity
- ACL concepts, HIPAA-compliant data handling

Tools & Technical Utilities

- Microsoft Office, remote support tools, PSA/RMM familiarity
- PowerShell fundamentals, network mapping tools
- Fluke testers, multimeters, oscilloscopes, hardware diagnostics

Professional & Operational Skills

- Strict documentation practices, procedural compliance
- Clear technical communication and customer service
- Time management, cross-team coordination, attention to detail

ITCS Safety Officer, Perry Technical Institute, 01/2025-07/2025

- Served as departmental safety liaison, identifying operational risks within IT labs and technical workspaces.
- Tracked corrective actions and coordinated with leadership to ensure compliance and issue resolution.

District-Wide IT Intern, Grandview School District, 03/2024 – 07/2024

- Supported district-wide IT operations across multiple campuses, deploying, configuring, and repairing 50+ endpoints.
- Assisted with network troubleshooting involving VLANs, wireless access points, and switching infrastructure.
- Performed proactive maintenance and system optimization, reducing repeat service tickets and downtime.

CERTIFICATIONS, BADGES, & LICENSES

- Ubuntu Linux Professional (Certification)
- Google IT Support Professional (Certification)
- Microsoft Security Essentials Professional (Certification)
- Cisco Cybersecurity Essentials (Badge)
- Linux Essentials (Badge)
- Microsoft Azure AI Essentials Professional (Certification)

EDUCATION

Perry Technical Institute | Yakima, WA

- **Associate of Applied Science**, Information Technology and Communication Systems