

Dakota Hansen

Holts Summit MO | contact dakotahansen@pm.me | dakotahansen.com

Professional Summary

- Implemented and routed network cabling, installed four network switches, and deployed dozens of access points throughout a three-story dormitory. Configured and programmed switches with appropriate VLANs and verified network connectivity across the building.
- Served as project lead in developing a CRM using HubSpot as the foundation for a college department. Designed and implemented a knowledge base of businesses seeking short- and long-term employees, and integrated this system to connect opportunities with the student body.
- Managed tasks and support tickets using ServiceWork, ServiceNow, Jira, and Freshworks to document end-user communication, maintain detailed work notes, and escalate issues to appropriate teams when necessary.
- Accomplished Web Developer building and maintaining websites for clients using HTML, CSS, JavaScript.
- Deployed hundreds of Windows and Mac computers for users and properly configured them to be compliant with the organization.
- Automated routine tasks by developing and implementing PowerShell and Python scripts to improve efficiency and reduce manual workload.

Experience.

Learfield, Jefferson City MO | March 2023 - Present

IT Technician 2 - Provide end user support for employees across the company, ticket management, troubleshooting, Microsoft Azure management, Jira Management, setup new users accounts, working with team members and System Administrators, apple support, Microsoft 365 support, Microsoft 365 Administrator, Networking support, computer maintenance and upgrades.

MFA Inc. Columbia MO | January 2024 - February 2025

Technical Support Analysts - Provider level 1 help desks to employees at all MFA locations. Including application installation, troubleshooting, setting up new user accounts, maintaining a log of current tasks, working with team members, application support, and proper ticketing notations, computer imaging, table configuration, MDM support, Apple Support, configuration and troubleshooting printers, Microsoft 365 user support. Networking, remote desktop support, & VPN support.

Central Christian College of the Bible, Moberly MO | August 2022 - January 2024

IT Student Worker - Delegating and resolving helpdesk tickets, documenting company-wide IT issues, assisting with on-campus projects, website content mediation.

Education

CompTIA A+ Certification – October 2023

Online | Comprehensive technical performance certification in critical IT operations, including IT service desk analysis, network, engineering, support administration, and end-user communication.

Bachelor of Science – Cyber Security | Indiana Wesleyan University

Online Jan 2023 – May 2024 Information systems, statistics, web development, network security, system administration, project management, programming languages.

Bachelor of Arts – Christian Leadership | Central Christian College of the Bible

Hybrid Aug 2019 – May 2024 Biblical interpretation, public speaking, biblical languages, worldviews & ethics, leadership principles, personal development strategies.

References

Tim Morris | Help Desk Manager - MFA Inc | (573)876 - 5547 | tmorris@mfa-inc.com

Loren Woody | Experienced and Strategic IT Manager - MFA Inc | lwoody@mfa-inc.com

Dakota Julian | Legislative Staff for State Representative Brandon Phelps and State Representative | 573-263-5858

