


# Messiah Heredia

## Systems & Network Administrator

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### Certificates

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- CompTIA Network+ 
- CompTIA Linux+ 
- CompTIA Cloud+ 

### Professional Experience

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#### IT Specialist, Deister Machine Company, (260) 426-7495

06/2024 - 04/2025

- Reset, configured, and deployed hardware-including desktops, laptops, thin clients, and peripherals-across multiple departments and warehouse locations, ensuring compatibility.
- Resolved help desk tickets: including but not limited to troubleshooting software, network, and hardware issues.
- Managed hardware decommissioning by performing secure data sanitization and recycling of hard drives, maintaining accurate disposal records to align with waste management policies and extend oversight of hardware life cycles.
- Shadowed the Systems Administrator to gain hands-on experience in server management, on premises Active Directory and Entra ID, and broader infrastructure support.

1933 E Wayne St, Fort Wayne, IN 46803

#### IT Technician II, M6 Networks, (260) 234-0358

08/2021 - 06/2024

- Assisted local and national franchises with hardware installation, configuration, and integration into existing infrastructures.
- Performed routine system maintenance, software updates, and troubleshooting to minimize downtime and improve overall workstation performance.
- Provided end-user support by handling help desk tickets, remotely accessing PCs through tools like RDP and TeamViewer, and documenting resolutions in the ticketing system.
- Assisted in setting up and configuring user accounts, permissions, and group policies in Active Directory to ensure proper access control and security compliance.

5534 St Joe Rd, Fort Wayne, IN 46835

### Education

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#### Purdue Fort Wayne, Information Systems

08/2021 - Present

Finishing up a Bachelor's degree in Information Systems, focusing on computing fundamentals, business contexts, and organizational needs while developing technical, analytical, and project-management skills to design, deploy, and manage information systems.

Fort Wayne, Indiana

## Skills

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### Windows & Azure

Active Directory

### Cloud Platforms

(Azure, AWS)

### Group Policy Management

### Data Backup, Recovery, and Disaster Recovery

### Domain/DNS/DHCP Configuration

### ITSM

### Windows/Linux Server Administration

### VPN/Firewall Setups

### VMWare, vSphere, VMs

### VLANs, Routing, Switching Concepts

### Team Collaboration & Communication

### Network Monitoring Tools

### Patch Management & System Updates

### Microsoft 365 Administration

## Projects

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### Virtual Machine Linux Distribution Lab

08/2024 - Present

- Deployed and configured multiple Linux distributions (Ubuntu, CentOS) in a virtualized environment using hypervisors, ensuring proper network segmentation and resource allocation.
- Installed and leveraged tools such as Wireshark, Nmap, and system monitoring utilities to perform packet capture/analysis, vulnerability scanning, network diagnostics, and server performance tuning.
- Documented lab architectures and administrative procedures to replicate real-world system administration tasks, emphasizing reproducibility, troubleshooting, and security best practices.

### Personal Website

01/2023 - Present

- Built and deployed a responsive web application using HTML, CSS, and JavaScript to implement a dynamic countdown timer for birthdays and personal goals.
- Applied clean UI/UX design principles for milestone tracking and integrated version control with GitHub to manage codebase and project iterations.

### Virtual Hybrid Windows Distribution Lab

08/2024 - Present

- Designed and assembled a home lab server with a hybrid Active Directory infrastructure, added and configured 200+ dummy users.
- Configured storage drives, BIOS settings, and network interfaces to optimize performance and reliability for virtualization workloads.
- Documented build process, hardware configurations, and system architecture to showcase technical proficiency in hardware setup, system administration, and network management.