Carl Hagenkotter

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IT Support / Help Desk Technician

SUMMARY

3+ years of high-volume customer service and shift-leadership experience; currently studying IT with a cybersecurity focus and building hands-on troubleshooting and networking skills through home labs. Seeking an entry-level IT support role.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Ubuntu Linux

Support & Tools: Microsoft 365 (Outlook, Word, Excel, PowerPoint, Access), Active Directory, ticketing/help desk workflows, hardware install and repair, PC builds, remote support

Networking: TCP/IP, DNS, DHCP, VPN, router/modem troubleshooting, cabling

CERTIFICATIONS IN PROGRESS

Google IT Support Professional Certificate (via Purdue Global); CompTIA A+ Core 1; CompTIA Network+

EDUCATION

Purdue Global — BS Information Technology, cybersecurity focus, in progress (expected 2028)

Santa Fe College — Coursework in criminal justice and health sciences

TECHNICAL LABS & PROJECTS

- Home Active Directory lab: created OUs, users and groups; practiced password resets, NTFS share permissions and GPOs.
- Built and configured a dedicated help desk user environment on a Windows PC; built and repaired PCs for personal and side projects.
- Ubuntu Linux and Python scripting practice; self-hosted web projects.

EXPERIENCE

Crew Trainer / Shift Lead | McDonald’s (Jan 2023 – Sep 2026)

- Trained and led crews, resolved customer complaints, ran POS and cash handling, and kept shifts on schedule during high volume.

Team Member / Prep / Line Cook | Dave’s Hot Chicken (Sep 2026 – Present)

- Performed fast-paced kitchen work under ticket-time pressure.