

JAY HEDDING

IT Support & Systems

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SUMMARY

IT professional with hands-on experience across systems administration, networking, and technical support. Comfortable managing Windows and Linux environments, troubleshooting infrastructure issues, and documenting solutions clearly. Reliable, detail-oriented, and looking to grow in an entry-level IT support, systems, or network role.

TECHNICAL SKILLS

- Systems & Infrastructure: Windows & Linux administration, Active Directory, Proxmox, VMware, virtualization
- Networking: TCP/IP, DNS, DHCP, VLANs, OPNsense
- Monitoring: System & network monitoring (Wazuh, syslog), hardware diagnostics
- Automation & Scripting: PowerShell, Bash, Python, Terraform, Ansible
- Tools & Platforms: Git/GitHub, technical documentation, FastAPI, React

EDUCATION

B.S. in Cybersecurity — Miami University May 2026

- GPA: 3.55
- Senior Service Leadership Award
- Relevant coursework: systems administration, networking, virtualization, scripting & automation

PROJECTS

Virtualized Lab & Systems Environment — Capstone Project 2025 – 2026

- Designed and deployed a self-hosted infrastructure environment on Proxmox with automated provisioning via Terraform and Ansible
- Configured centralized logging and monitoring, and managed Windows/Linux endpoints across the environment
- Presented a live demo at the CSE Senior Design Expo (video linked above)

City of Oxford IT Assessment — Miami University Cybersecurity Clinic 2025

- Partnered with the City of Oxford to assess municipal IT infrastructure and document findings
- Delivered practical, prioritized recommendations to city staff

EXPERIENCE

Janitor (Part-Time) — Cleaner With Dean Aug 2021 – Jul 2025

- Worked part-time during school breaks throughout college
- Trusted with security codes, alarm codes, and keys to secured facilities

Kitchen Staff / Cook — Ramen Hachi 2022 – 2026

- Worked in a fast-paced kitchen throughout college, balancing the job alongside a full course load