Morgan Hasebe-Hester

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SUMMARY

An enthusiastic IT professional who is excited to further his career, learn and demonstrate skills, and contribute to a team. I have worked hard to achieve several professional level certifications including the CCNA and CompTIA A+.

EXPERIENCE

City of Santa Cruz - IT Professional & Technical Assistant
July 2024 – Present

After my contract with the City of Santa Cruz ended, I was taken on as a part time employee while continuing my education at Cabrillo College. While continuing my below duties, this position also allowed me to take on larger projects including:
- PC and laptop deployments and upgrades
- Designing and implementing testing for automations using industry management solutions
- Expanded security duties including investigating logs and having input on the use of security tools

City of Santa Cruz - Help Desk Support Specialist (Contractor)
April 2023 – June 2024
- Acted as first contact for city employees with technical issues
- Troubleshot and fixed problems relating to end user hardware/software as well as enterprise servers and networks
- Educated end users on technology and security best practices
- Supported applications used for specific work in department across the city including Police, Fire, Water, Parks, Planning, Economic Development, and Public Works
- Created and maintained documentation for both the IT support team and end users
- Created and maintained automations using Powershell and Batch scripting for IT tasks
- Performed basic security related tasks including identifying phishing emails, malicious websites, and malware as well as reporting and removing these threats

Self Study/Certifications
October 2021 – April 2023
- Used online courses and resources to gain important knowledge and experience in technical support, system administration, and Apple, Microsoft, and Linux operating systems
- Used virtual machines, containers, and cloud providers to create home labs and gain hands on experience with system administration
- Learned to use and understand various scripting and programming languages including HTML, CSS, JavaScript, Python, and Rust
- Obtained the Linux Foundation Certified IT Associate certification in June 2022
- Completed the Google IT Support Certificate in September 2022
- Obtained the CompTIA A+ certification in December of 2022

Skills/Certificates

CCNA

LFCA certification

CompTIA A+ certification

Fast learner with a passion for solving problems

Experience using GitHub, Git, Python, Perl, Go, Rust, Bash scripting, HTML, CSS, and JavaScript

Experience provisioning VMs and Docker containers

Knowledge of the Linux command line and file system

Education

Currently enrolled in the CIS Associate's Degree program at Cabrillo College in Aptos, CA

Intensive German Language Program in Heidelberg, Germany from June 2019 to January 2020