

Mason Hart

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CERTIFICATIONS

AWS Certified Cloud Practitioner

May 2026

AWS CLF-C02

CompTIA Security+ Certification

Sep. 2025

CompTIA Sy0-701

SKILLS

IT Systems: Proxmox VE (KVM/QEMU, LXC), Docker, Linux (Debian, Ubuntu), Active Directory, Microsoft Entra ID, Intune (MDM), Microsoft MFA, RSA token support

Programming, Automation & Tooling: Python, Bash, Git, JFrog, Artifactory, VSCode,

Enterprise IT: ServiceNow, System Imaging & Deployment, Endpoint Security Troubleshooting, VPN (GlobalProtect)

WORK EXPERIENCE

Hewlett-Packard (Client: Wells Fargo)

Feb. 2025 – Present

Desktop Support Technician II

Irving, TX

- Respond to and provide quality support on L2 incident escalations for a diverse user base including call centers, wealth advisors, software engineers, and C-Suite executives
- Troubleshoot and configure user-side applications and services such as RSA tokens, VSCode and add-ins, Python environments, Artifactory repositories, CoPilot, and the Office365 app suite
- Utilize IT admin panels such as Microsoft's Entra and Intune for user account and computer administration, Aternity for computer reporting, ServiceNow for documenting incidents, Control Panel and Registry Editor for advanced Windows 10 and 11 issues, and terminal zsh/bash for MacOS support
- Trained IT support contractors for a walk-up helpdesk environment and frequently advises senior support technicians in our new Windows 11 Entra/Intune user environment
- Provided high quality QA for computer equipment installation at a new campus location under construction, ensuring a smooth rollout on opening day for thousands of end-users
- Created useful tools for myself and other technicians to use:
 - A ServiceNow dashboard for the in-person helpdesk that was much easier to use which led to better user queue management and more work notes being taken
 - A batch script that allows technicians to send update files directly to windows 10 computers, allowing for easy BIOS upgrades and driver reinstallation
 - A batch script that allows technicians on Windows 11 to quickly authenticate and connect remotely to Windows 10 computers as there was no way to before
 - A BASH shell script for automated installation of terminal programs like Teradata and Python on MacOS; Adds the paths of what's needed to a choice of bashrc and zshrc

Teksystems (Client: Wells Fargo)**May 2023 – Feb. 2025***Desktop Support Specialist**Irving, TX*

- Responded to IT support incidents assigned via ServiceNow for users across the U.S., ensuring that SLA requirements are met
- Troubleshoot and remediate Windows 10 and 11 hardware and software issues for users in a walk-up helpdesk environment
- Onboarded new employees and provisioned credentials, computers, and multifactor authentication

Oxford Solutions (Client: ViaPath Technologies)**Oct. 2021 – Nov. 2022***IT Technician**Grand Prairie, TX*

- Assembled blade servers, installed Ubuntu Server or Proxmox, and manually configured the servers to standardized configurations
 - o Created BASH shell script to automate process
- Imaged and tested networking switches, routers, and smart tablets to ensure orders are fulfilled quickly without any error on delivery

PROJECTS**2021 - Present**

- **Personal Web Portfolio:** www.hartheadedlabs.com is my forever cloud project. Hosted on DigitalOcean using ubuntu server, I wrote a dockerfile that builds an Apache server using Alpine Linux. It installs git, pulls the website from my docker repo, and installs the files to the Apache server on every system restart.
- **Enterprise Homelab (Proxmox):** I keep a proxmox cluster and dedicated network for administration. This keeps the home router free for personal devices while my Mikrotik networking equipment handles the rest. The cluster runs some docker environments using custom built LXC's and a full QEMU virtual machine for my NAS
- **Automation & Scripting (GitHub):** Over the years, I've had some need to pick up VSCode and develop something to solve an issue. I've written a custom linux service to automate the fan curve of my server as it was far too loud otherwise. I also have hosted a Python script I made to help automate calculating the best trades in a videogame; It fetches data from an API and spits out a return on interest percentage

EDUCATION**Tarrant County College****Jan 2019 - Dec 2021***Computer Science (Coursework completed)**Hurst, TX***GED****2017**