Mason Hart

Desktop Support Technician II | Transitioning to DevOps / SRE
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Summary

I'm Mason Hart, and I'm eager to showcase my knack for problem solving, IT systems engineering, programming, and anything else connected to a Bash shell! With over four years of enterprise IT operations experience, I'm well aware of the complications technology can cause when it's not properly designed, tested, and implemented. Besides that, I love working on my Proxmox homelab. It's been a fantastic sandbox for me to develop and host code, create virtual infrastructure to improve my life, and master new skills like Docker Compose clusters for rapid testing and development!

Projects

Homelab (Proxmox VE)
- Proxmox VE cluster hosted on an administration network; SOHO operates as a router on a stick.
- Build Docker Compose environments stored on Gitea to host services like a NAS, home media streaming, VPN endpoint, DNS, etc.

Portfolio (www.hartheadedlabs.com)
- Personal web portfolio hosted on DigitalOcean and developed using automated testing.
- Custom container build to pull website data, remove excessive applications, and host.

CI/CD Workspace (Gitea Actions)
- Convenient local storage for change management and automated code testing.
- Code is used to spin up a Docker environment to host a test site on the local network.

Certifications

AWS Certified Cloud Practitioner: *AWS CLF-C02* **| May 2026**
CompTIA Security+ Certification: *CompTIA SY0-701* **| Sep 2025**

Work Experience

Hewlett-Packard (Client: Wells Fargo) | Feb 2025 – Present
Desktop Support Technician II | Irving, TX
- Designed a ServiceNow dashboard for the in-person helpdesk that improved user queue management and increased the number of work notes taken.
- Built a batch script that sends update files directly to Windows 10 computers for BIOS upgrades and driver reinstallation.
- Built a batch script that lets Windows 11 technicians quickly authenticate and connect remotely to Windows 10 computers.
- Respond to and provide quality support on L2 incident escalations as one of 6 L2 escalation technicians on a 12-person team supporting 5,000+ users across 5 states, including call centers, financial advisors, software engineers, and C-suite executives.
- Troubleshoot and configure RSA tokens, VS Code, Python environments, Artifactory repositories, Copilot, and Office 365.
- Administer user accounts and computers in Microsoft Entra and Intune, report on devices in Aternity, and document incidents in ServiceNow.
- Resolve advanced Windows 10 and 11 issues with Registry Editor and Control Panel, and macOS issues from the zsh/bash terminal.
- Trained IT support contractors for the walk-up helpdesk our team manages and frequently advise 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.

TEKsystems (Client: Wells Fargo) | May 2023 – Feb 2025
Desktop Support Specialist | Irving, TX
- Resolved IT incidents and L2 escalations assigned through ServiceNow as part of a 12-person team supporting 5,000+ users across 5 states, meeting SLA requirements.
- Troubleshot and remediated Windows 10 and 11 hardware and software issues in a walk-up helpdesk environment.
- Onboarded new employees by provisioning credentials, computers, and multifactor authentication.

Sabbatical | Nov 2022 – May 2023

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

- Assembled blade servers, installed Ubuntu Server or Proxmox, and configured each to standardized specifications.
- Created a BASH script to automate the server configuration process.
- Imaged and tested networking switches, routers, and smart tablets to fulfill orders ahead of time.

Skills

Cloud, Virtualization, & Containers: Amazon Web Services, Docker Compose, Docker Make, Proxmox VE (KVM/QEMU, LXC)
Scripting & Automation: Bash, systemd services, Python, Windows Batch, Git, GitHub, VS Code
Operating Systems: Linux (Any), Windows 10/11, macOS
Identity & Endpoint Management: Microsoft Entra ID, Intune (MDM), Active Directory, Microsoft MFA, RSA tokens
Operations & ITSM: ServiceNow, incident management, root cause analysis, SLA management, Aternity, system imaging and deployment, endpoint security troubleshooting

Education

Tarrant County College | Jan 2019 – Dec 2021
Coursework in Computer Science | Hurst, TX

GED | 2017
Hurst Park Academy