

Connor Hackenberg

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EDUCATION

Pennsylvania College of Technology

BS, Network Administration & Engineering Technology

Aug 2023 - June 2027

Williamsport, PA

- Show expertise in fundamental areas of information technologies including programming, networking, databases, and security.
- Recognize and describe the professional, social, ethical, and legal aspects involved in Information Technology.
- Offer technical assistance by employing suitable communication, troubleshooting, and customer service skills.

Pennsylvania College of Technology

AAS, Information Technology: Network & User Support

Aug 2023 - June 2025

Williamsport, PA

Berks Career & Technology Center

Computer Systems Networking & Security

Graduated May 2023

Oley, PA

- Was a member of SkillsUSA, the National Technical Honors Society (NTHS), and a Student Ambassador.
- Due to my high honors, I was able to dual enroll at Reading Area Community College (RACC).
- Was able to contribute to the 2023 house-building project.

CERTIFICATIONS & SKILLS

- **Certifications:** TestOut/CompTIA PC Pro, TestOut/CompTIA Routing & Switching Pro, TestOut/CompTIA Server Pro, Cisco Cyber Threat Management, and Cisco Networking Basics.
- **Skills:** Microsoft Active Directory/Group Policy Management, Windows Server, Proxmox, and Linux Management. Cisco and Ubiquiti Networking.

WORK EXPERIENCE

Tel Hai Retirement Community

Culinary Services Associate

Aug 2022 – Present

Honey Brook, PA

- Provide Culinary Services to resident's room-bound, off-site, and at other on-site facilities.
- Provide Training and Onboarding to new team members.
- Follow the latest Health Insurance Portability and Accountability Act (HIPAA) rules and regulations and Pennsylvania state elder care regulations.
- Have constant communication with medical professionals on the dietary needs of residents.

Connor Hackenberg IT Solutions

Personal Business / IT Consultant

Mar 2019 – Present

Greater Philadelphia Region

- Providing I.T. solutions to a wide variety of clients, ranging from basic networking to fully custom solutions.
- Communicate clearly and openly with clients on work status and any challenges that arise.
- Provide in-depth documentation on custom client systems and continued technical support.

NAPA Auto Parts

Third-Party Contractor / Stocking Solutions

June 2021 – Aug 2022

Middletown, DE

- Assist in new store additions with stocking, inventory, and deliveries.
- Assist in new client additions and rotation of inventory.
- Keeping accurate records for store managers to provide to manufacturers.