

Nicholas Hackney

Senior IT Administrator

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Professional Summary

Senior IT Administrator with hands-on experience managing enterprise-scale Windows environments across cloud and on-premises infrastructure. Proven expertise in Active Directory, SQL, networking, virtualization, and disaster recovery. Trusted escalation point and mentor for junior staff.

Technical Skills

- Cloud & Virtualization: AWS, Azure, Google Cloud, Hyper-V
- Customer service and communication
- Windows Server Administration (2012/2016/2019/2022)
- Active Directory, Group Policy & Identity Management
- PowerShell Scripting & Automation
- Networking: LAN/WAN, Firewalls, VPNs
- Microsoft SQL Server Administration
- Disaster Recovery & Business Continuity
- SaaS Platform Administration & Implementation
- POS & Payment Systems Support
- Technical Documentation & Change Management
- Technical Project Coordination & Stakeholder Communication

Professional Experience

Point of Rental Software

Server Technician → Junior IT Administrator → Senior IT Administrator | June 2023 – May 2026

- Lead administration of large-scale Windows server environments across cloud and on premises platforms.
- Create user-facing and internal technical documentation.
- Leverage ticketing system analytics to identify support trends, drive IT process improvements and long-term issue resolution.
- Interface with all technical departments to ensure smooth operation of projects and day-to-day work for IT team.
- Conduct SQL and Application server migrations.
- Serve as final escalation point for infrastructure and system issues.

- Develop onboarding and technical training programs for IT staff.
- Perform system maintenance, patching, monitoring, and incident response.

Pomeroy Technologies

Field Service Technician II (September 2021 – June 2023)

- Provided Tier II technical support across diverse client environments, troubleshooting hardware, software and network issues.
- Diagnosed and resolved LAN/WAN, VPN, wireless, and physical network infrastructure problems to restore service and minimize downtime.
- Installed, configured, and maintained POS systems, payment devices, workstations, printers, and peripheral equipment in retail and office environments
- Interface with all technical departments to ensure smooth operation of projects and day-to-day work for IT team.
- Performed on-site break/fix support, hardware replacements, cable remediation, and network equipment deployments while maintaining details service documentation.

Straight Up Roofing and Construction

Foreman (March 2019 – September 2021)

- Coordinated project activities across vendors, subcontractors, and internal teams while tracking schedules, budgets, and deliverables.
- Managed procurement, resource planning, and quality assurance processes to support successful project execution.
- Gathered business requirements, maintained project documentation, and provided stakeholder communication throughout project lifecycles.
- Coordinated with vendors, subcontractors, and internal teams to ensure on-time and onbudget execution.
- Performed risk assessment, issue tracking, and escalation management to minimize project delays and operational impact.
- Served as primary customer interface, gathering requirements, communicating status updates, and resolving issues to ensure project satisfaction.

Education

Western Governors University — Bachelor of Science, Information Technology (Expected Summer 2026)

Certifications

- CompTIA Net+
- CompTIA A+
- ITIL 4 Foundations
- PCI QIR