

Fernando Hintz

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Systems Administration • IT Project Delivery

PROFESSIONAL SUMMARY

IT professional with 7+ years spanning enterprise support, systems administration, and client-facing project delivery, now looking to bring that background to an interactive entertainment or game studio's internal IT/tools team. Currently manage end-to-end onboarding projects for 10+ managed-IT-services clients — network assessments, stakeholder communication, and technical implementation from signed agreement to steady-state support. Previously administered Microsoft 365/Exchange and ran the full employee provisioning/deprovisioning lifecycle for a ~200-employee company, including day-to-day Jira administration — an ITSM/tooling background that extends naturally to studio production-tracking systems (e.g., Shotgun/Flow, Perforce). Completing an accelerated B.S./M.S. in IT Management (WGU, 2026); CAPM and ITIL 4 Foundation certifications on track for October 2026.

PROFESSIONAL EXPERIENCE

Onboarding Specialist (IT Project Management) | Les Olson IT — Murray, UT | **Feb 2026 – Present**

- Manage end-to-end onboarding projects for 10+ new managed-IT-services clients, owning timelines, stakeholder communication, and technical deliverables from signed agreement through transition to steady-state support.
- Conduct network assessments and deliver pre-sales product and infrastructure recommendations that shape each client's managed-services solution.
- Act as the client's primary point of contact during onboarding — resolving support requests directly and translating between technical teams and business stakeholders.
- Identify and implement process improvements that shorten onboarding timelines and raise client-satisfaction outcomes.
- Earned Sophos Firewall and Sophos Endpoint Certified Engineer credentials to support client security deployments.

IT Specialist (Systems Administration & Tier 1–3 Support) | EMI Health — Murray, UT | **Feb 2023 – Sept 2025**

- Delivered Tier 1–3 support for ~200 in-office and remote employees at a regional health insurance provider, in a hybrid systems administration / helpdesk role.
- Administered the Microsoft 365 environment at the tenant level — Exchange Online, mail flow, security policies, and licensing — alongside Active Directory; managed Proofpoint email security (filtering and threat protection).
- Designed and implemented the company's employee provisioning and onboarding system — permissions, licenses, equipment, documentation, and training — creating a repeatable, auditable process for new and returning employees.
- Built the matching deprovisioning process, securing company data at offboarding and systematically recovering and redeploying equipment and licenses.
- Created and delivered work-from-home training adopted by both in-office and remote staff.
- Configured, managed, and supported Jira helpdesk projects and performed incident management — triage, prioritization, escalation, and resolution coordination — while serving on the helpdesk rotation.
- Managed company-wide asset inventory; installed and maintained office LAN and Wi-Fi; supported servers, desktops, laptops, printers, and AV systems.

Founder & Project Manager | F3R Studio — Salt Lake City, UT (remote) | **2024 – Present**

- Founded and operate a digital-services studio providing web development, SEO, and analytics solutions to small businesses.
- Manage the full client lifecycle — scoping, vendor and contractor coordination, and delivery — across concurrent projects and marketing campaigns.
- Organize collaboration between client businesses, coordinating joint initiatives and shared campaigns.

IT Specialist | The Church of Jesus Christ of Latter-day Saints — Salt Lake City, UT | **Apr 2019 – Jan 2023**

- Resolved complex hardware and software issues across desktops, laptops, and mobile devices in a high-volume support environment for a global organization.
- Collaborated with global IT teams to standardize support procedures across regions.

- Trained end users on system best practices, improving issue-resolution efficiency.

EDUCATION

M.S., Information Technology Management | Western Governors University | **Expected Dec 2026**

B.S., Information Technology | Western Governors University | **Expected Fall 2026**

Accelerated dual-degree program — currently in final term of both programs.

A.S., Computer Science | Ensign College | **2022**

CERTIFICATIONS

- CompTIA A+
- Sophos Firewall Certified Engineer
- Sophos Endpoint Certified Engineer
- Google IT Support Professional Certificate
- ITIL 4 Foundation
- Certified Associate in Project Management (CAPM), PMI

TECHNICAL SKILLS

- **Project & Service Delivery:** Client onboarding, project coordination, incident management, stakeholder communication, ITIL practices, Jira / Jira Service Management, ServiceNow
- **Systems Administration:** Microsoft 365 / Exchange Online (tenant administration), Active Directory, Windows, macOS, Linux/UNIX; user provisioning & deprovisioning, asset management, AV systems
- **Networking & Security:** Proofpoint email security, Sophos firewall & endpoint protection, LAN/Wi-Fi installation and maintenance, network assessments, system monitoring
- **Scripting & Data:** Python, shell scripting, JavaScript, SQL (query writing & reporting), advanced Excel (pivot tables, data visualization)