

HAYDEN DIETZMAN

Systems Administration | Cybersecurity Remediation | Practical Automation

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Systems Engineer and IT Solutions Specialist with hands-on Windows administration, vulnerability remediation, infrastructure monitoring, and customer-facing diagnostics. Connect technical investigation with clear documentation, validation, and follow-up; extend that practice through personal infrastructure and automation projects.

PROFESSIONAL EXPERIENCE

Systems Engineer | SDNetworks, LLC | Jun 2026 - Present

Asheville, NC | Part-time / Hybrid

- Investigate Qualys findings, configure and monitor patch jobs, compare Windows applicability with installed state, and follow up with rescans.
- Review PRTG monitoring for ESXi and network infrastructure; investigate discovery, credentials, protocol selection, and certificate-validation issues.
- Support Windows Server, Active Directory, VMware, remote access, and repeatable deployment procedures; develop internal knowledge, SOP, and ticket-workflow documentation.

IT Solutions Specialist | Biltmore Computers | May 2026 - Present

Asheville, NC | Full-time

- Diagnose Windows/macOS, hardware, storage, network, malware, and performance issues; translate findings into clear repair plans.
- Perform OS recovery and deployment, disk cloning, migration, BitLocker recovery scenarios, boot repair, and component validation with user data and application needs in mind.

Electronics Recycling & Refurbishment Specialist | Scrap Circuit | May 2026 - Present

- Part-time: device intake, hardware evaluation, inventory sorting, parts recovery, responsible e-waste handling, and secure data-destruction workflows.

Earlier experience

Repair Technician, Boone Cellular | Aug 2024 - May 2026

Device intake, repair coordination, customer support, and hands-on disassembly/reassembly.

Lead Technician, Biltmore Computers | Nov 2021 - Dec 2023

Customer intake and diagnostics, employee/intern training, and inventory/resale process improvement.

SELECTED PERSONAL / DEVELOPMENT PROJECTS

- **Rack-mounted Proxmox lab:** designed and assembled a custom 3U host with 80 GB DDR4; created a Debian cloud-init template and corrected and verified 10 GbE link negotiation. Intentionally single-host; link speed is not a throughput benchmark.
- **Herdr agent orchestration:** developed routing, isolated Git worktree workflows, and independent review; representative validation covered local-only execution, escalation, and evidence-based acceptance.

EDUCATION & TECHNICAL FOUNDATION

Appalachian State University | May 2026 | GPA: 3.7 / 4.0

B.S. Cybersecurity; B.S.B.A. Computer Information Systems; Minor in Accounting.

Certification: Microsoft Office Specialist - Excel 2019.

Tools: Windows Server / Active Directory, Windows 10/11, macOS, Linux, VMware, Proxmox, Qualys Patch Management, PRTG, Git, REST APIs / JSON, Make.com, Wireshark/tshark.