

HAYDEN DIETZMAN

IT SUPPORT • SYSTEMS ENGINEERING • CYBERSECURITY • AUTOMATION

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PROFESSIONAL SUMMARY

IT and cybersecurity professional with concurrent experience in systems engineering, customer-facing technical support, and electronics lifecycle operations. Builds maintainable documentation and automation while troubleshooting Windows/macOS, hardware, data, networking, and security issues with an evidence-based approach.

CORE SKILLS

IT Support & Systems: Windows 10/11, macOS, Linux, hardware diagnostics, OS recovery/deployment, data backup & migration, Proxmox

IT Operations & Documentation: knowledge-base design, SOPs, ticket workflows, troubleshooting documentation, process improvement

Security & Automation: Wireshark/tshark, NetworkMiner, Wazuh, CrowdSec, DNS, Tailscale, Cloudflare Tunnel, Python, LM Studio

PROFESSIONAL EXPERIENCE

Systems Engineer

SDNetworks, LLC • Asheville, NC • Part-time / Hybrid | Jun 2026 – Present

- Develop and maintain an internal IT knowledge framework for systems documentation, SOPs, troubleshooting workflows, and operational procedures, emphasizing accuracy, security, searchability, and long-term maintainability.
- Refine documentation architecture by separating durable systems knowledge from temporary ticket data; configure and test support-ticket workflows for intake, triage, escalation, technician notes, and resolution.

IT Solutions Specialist

Biltmore Computers • Asheville, NC • Full-time | May 2026 – Present

- Diagnose Windows/macOS, hardware, storage, account, network, malware, and performance issues; translate findings into clear repair plans and customer recommendations.
- Perform OS recovery/deployment, data backup and migration, component replacement/compatibility validation, and security-conscious configuration while improving documentation and repeatable support workflows.

Electronics Recycling & Refurbishment Specialist

Scrap Circuit • Asheville, NC • Part-time | May 2026 – Present

- Support electronics recycling and refurbishment through device intake, hardware evaluation, inventory sorting, parts recovery, and responsible e-waste handling.
- Assist secure data-destruction workflows by removing data-bearing components and separating reusable, recyclable, and sensitive materials.

Repair Technician

Boone Cellular • Boone, NC | Aug 2024 – May 2026

- Performed device intake, repair coordination, customer support, and hands-on disassembly/reassembly while maintaining part compatibility, workmanship, and customer-data awareness.

Lead Technician

Biltmore Computers • Asheville, NC | Nov 2021 – Dec 2023

- Led customer intake and diagnostics, trained employees and interns, and refurbished thousands of systems; improved inventory/resale processes supporting roughly 20 daily sales and a reported 40% profitability increase.

SELECTED TECHNICAL PROJECTS

- **Hybrid AI Coding & Hermes** — Build local/cloud AI workflows with Codex, LM Studio, OpenCode, Git, and structured knowledge systems for troubleshooting and automation.
- **Homelab Infrastructure & Security** — Operate Proxmox-based monitoring, DNS filtering, secure remote access, and security services; self-host my portfolio through Cloudflare Tunnel.
- **Systems Investigation & Digital Forensics** — Investigate Windows/PCIe/storage failures with event logs and hardware evidence; analyze PCAPs with Wireshark/tshark and NetworkMiner.

EDUCATION

Appalachian State University — Boone, NC | Graduated May 2026

BSBA, Computer Information Systems | Minor: Accounting | **BS, Cybersecurity** | GPA: 3.7/4.0

Microsoft Office Specialist — Excel 2019