

# AUSTIN HANSEN

## IT PROFESSIONAL

I am a Tech professional, Entrepreneur, and Content Creator based out of Springfield Illinois. I currently work for the Department of Innovation Technology and hold a Bachelor's Degree in Information Systems Security with a Minor in Computer Science from the University of Illinois Springfield.

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### LEADERSHIP

Known for quickly identifying and implementing improvements at the Department of Innovation and Technology. Leveraging my leadership experience from managing contactors and drivers at FedEx to stream like operations and boost efficiency.

### SKILLS

Technical Support  
Troubleshooting  
Customer Service  
Fast Learner  
Team Leadership

### CONTACT

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815-661-0466  
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### EXPERIENCE

#### COMPUTER SUPPORT TECHNICIAN ISS2 - DOIT 2023-PRESENT

Describe your responsibilities and achievements in terms of impact and results. Use examples but keep it short.

#### OPERATION COORDINATOR - FEDEX 2021-2023

Describe your responsibilities and achievements in terms of impact and results. Use examples but keep it short.

### EDUCATION

#### BACHALORS - INFORMATION SYSTEMS SECURITY - UIS 2024

#### MINOR – COMPUTER SCIENCE - UIS 2024

### ACTIVITIES

#### Austins Lab – YouTube Partner

In my free time I like to produce educational tech videos, helping users troubleshoot a wide variety of tech related issues, cybersecurity concerns and tutorials. I've built a loyal audience of over 1,300 Subscribers and counting and earn passive income with ad revenue through YouTubes Partnership Program

#### Hansen's Tech LLC – Founder

I operate a part-time tech support and web development business that creates custom websites for small businesses and provides help desks services. I have sold multiple websites and helped numerous clients resolves their technical issues.