

Hunter Ryskoski

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PROFESSIONAL PROFILE

Business-focused IT professional with experience supporting Microsoft 365, Intune/Entra, endpoint management, and enterprise Power BI reporting. Skilled in improving IT workflows, supporting users at scale, and building operational visibility through reporting and process improvement. Brings a strong balance of hands-on technical execution, documentation, and communication with technical and non-technical users.

PROFESSIONAL EXPERIENCE

System Administrator

Mathy Construction/ALM Holdings – Onalaska, WI

Aug 2023 - Present

- ❖ Administer Microsoft 365 and enterprise SaaS platforms to secure access and a consistent user experience.
- ❖ Build and maintain Power BI dashboards for ticket trends, asset inventory, and IT performance visibility.
- ❖ Lead improvements for provisioning, offboarding, and endpoint deployment using Intune and Windows Autopilot.
- ❖ Managed 2,500+ IT assets, supported 3,300+ users, and have closed 4,000+ service requests.

IT Support Specialist

City Brewery – La Crosse, WI

Jan-July 2023

- ❖ Provided hardware, software, and desktop support in a production environment using KACE ticketing system.
- ❖ Delivered in-person and remote support for non-technical users with an emphasis on communication and timely resolution.
- ❖ Supported endpoint provisioning and resolved 800+ tickets while maintaining support documentation.

IT Intern

City Brewery – La Crosse, WI

Aug 2022-Jan 2023

- ❖ Assisted with hardware setup, troubleshooting, and deskside user support.
- ❖ Managed service desk tickets and supported deployment of computers and mobile devices.

TECHNICAL SKILLS

Systems | Platforms | Work Areas

- ❖ **Systems & Infrastructure:** Windows 10/11, Remote Access, VPN Connectivity, iOS, Android
- ❖ **Endpoint Management:** Microsoft Intune Administration, Windows & iOS Device Management, Mobile Device Management (MDM), Endpoint Central
- ❖ **Directory & Identity Management:** Active Directory, Group Policy (GPO), Entra ID/Azure, Conditional Access, Microsoft 365, Shared Drive
- ❖ **Deployment & Provisioning:** Windows Autopilot, iOS Enrollment, Application Deployment, Device Setup & Provisioning
- ❖ **Reporting & Analytics:** Microsoft Power BI, Operational Dashboards, Service Metrics Analysis, Performance Reporting
- ❖ **Software & Collaboration Tools:** Exchange, SharePoint/OneDrive, M365 + Copilot, Google Workspace, Microsoft Teams
- ❖ **Additional Skills:** Intune, Printer Support, ServiceDesk Plus, PowerShell, PrinterLogic, Imaging, Conditional Access

EDUCATION

Bachelor of Science

Viterbo University, La Crosse, WI

August 2015-May 2019

- ❖ Major: Elementary Education K-8 | Minor: History
- ❖ GPA: 3.9/4.0

Associate of Applied Science

Western Technical College, La Crosse, WI

Sep 2022-Jan 2023

- ❖ Major: IT-Web and Software Development
- ❖ Led to first IT job experience

CERTIFICATION

CCNA: Introduction to Networks

Jan 2023

Microsoft Certified: Power BI Data Analyst Associate (PL-300)

In Progress