

Hunter Ryskoski

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PROFILE

Business-focused IT professional with experience supporting Microsoft 365, Intune/Entra, and enterprise Power BI usage for reporting and operational analysis. Proven ability to improve IT workflows, assist users with data interpretation and visualization, and support cross-department technology adoption. Brings a strong balance of hands-on execution, documentation, and communication with non-technical users.

CORE SKILLS

Microsoft 365 (Intune, Entra, Autopilot)

Power BI Reporting, Data Visualization, and Evaluation

Endpoint & MDM (Windows, iOS)

High-Volume IT Ticket Resolution

Active Directory & User Account Management

IT Process Improvement & Workflow Optimization

PROFESSIONAL EXPERIENCE

Aug 2023 — Present

System Administrator, Mathy Construction / ALM Holdings

Onalaska, WI

- Administered Microsoft 365 and enterprise SaaS platforms, ensuring secure access and consistent user experience across departments.
- Supported enterprise use of Power BI for data analysis, reporting, and visualization by assisting users with building, modifying, and interpreting reports.
- Built and maintained Power BI dashboards tracking ticket trends, asset inventory, and IT operational performance.
- Led IT process improvements for user provisioning, off-boarding, and endpoint deployment using Microsoft Intune and Autopilot.
- Served as primary technician for mobility, workstations, printers, tablets, imaging systems, and endpoint management.
- Managed 2,500+ IT assets and supported 3,300+ users (both remote and on-site), closing 4,000+ service requests.

Jan 2023 — Jul 2023

IT Support Specialist, City Brewery

La Crosse, WI

- Provided IT support for a production-based environment, resolving hardware, software, and desktop issues via ticketing system (KACE).
- Delivered in-person and remote support to non-technical users, prioritizing clear communication and timely resolution.
- Supported endpoint provisioning by preparing and deploying standardized computers and mobile devices in line with security requirements.
- Contributed to service desk efficiency by resolving 800+ tickets and maintaining accurate documentation.

Aug 2022 — Jan 2023

IT Intern, City Brewery

La Crosse, WI

- Assisted IT staff with daily support operations, including hardware setup, troubleshooting, and user requests.
- Helped manage and document support tickets within the service desk system.
- Supported deployment and configuration of computers and mobile devices under established software and security standards.
- Provided basic desktside assistance to users.

EDUCATION

Aug 2015 — May 2019

B.S. Elementary Education, University of Wisconsin–Eau Claire

Eau Claire, WI

Built strong communication and instructional skills through lesson planning, documentation, and technology-supported instruction. Experienced in explaining complex concepts clearly to non-technical learners.