

HAYDEN R. PELLEY

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Summary of Qualifications

Instructional Technology and IT Systems leader with 10+ years of experience advancing technology ecosystems in higher education. Proven ability to align infrastructure, classroom technology, and digital tools with evolving teaching strategies, including active learning and hybrid instruction. Known for building practical, scalable solutions that improve faculty effectiveness and student experience.

Core Focus Areas:

- Aligns technology decisions with instructional goals to improve teaching effectiveness and student engagement
- Sets direction and standards for classroom and AV systems across 10+ instructional and event spaces serving ~600 students and 50+ faculty and staff
- Oversees AV and collaboration systems including Crestron, Q-SYS, Dante, and Shure Microflex
- Works across IT and academic teams to plan, implement, and support instructional technology initiatives

Professional Experience

The University of Oklahoma - College of Law
Systems Administrator

November 2020-Present

Leads the design, implementation, and ongoing improvement of instructional and enterprise technology supporting academic, administrative, and classroom environments. Aligns infrastructure with evolving teaching and learning needs.

Key Contributions:

- Led development of long-term instructional technology strategy across classroom and infrastructure environments, setting direction for future upgrades
- Redesigned network shares to simplify access, improve end-user accessibility, and prepare for migration to SharePoint
- Built a data-driven wireless coverage plan using predictive heat mapping to improve Wi-Fi access across classrooms and common spaces
- Deployed and supported Raspberry Pi-based digital signage, improving visibility into classroom scheduling and space utilization
- Awarded the University's Distinguished Performance Award for exceptional service and innovation across campus

The University of Oklahoma - College of Law
IT Specialist II

August 2017-November 2020

Managed daily technology operations across the College of Law, including classroom systems, instructional technology, and academic IT support. Supervised staff and partnered with faculty and leadership to support teaching and learning.

Key Contributions:

- Led rollout of network-based AV and video conferencing, standardizing classroom technology and enabling hybrid and remote instruction while reducing renovation costs
- Led design of collaborative environments for the Active Learning Classroom (ALC) and Digital Initiative Lab (DIL), expanding faculty teaching options and improving student engagement
- Built and maintained system deployment processes using MDT/WDS, improving consistency and reducing setup time
- Transformed the Richard Dick Bell Courtroom into a multi-use instructional and event space aligned with evolving program needs
- Supervised technical staff and student employees, ensuring reliable support and timely project delivery

Provided technical support for classroom, instructional, and event technology. Managed help desk requests and supported faculty and staff in day-to-day teaching and technology needs.

Key Contributions:

- Modernized group policy structure to improve manageability and consistency across faculty and staff systems
- Strengthened classroom AV and control systems, including Crestron programming and troubleshooting
- Managed system imaging processes using MDT to support departmental technology needs
- Installed and maintained IP camera systems across multiple buildings to support campus security
- Upgraded event technology systems to improve quality and reliability

**CDR Electronics
Support Technician**

May 2014- December 2015

Provided technical support and improved day-to-day operations for a retail electronics environment. Managed systems, networking, and inventory processes to reduce losses and improve efficiency.

Key Contributions:

- Reduced defective inventory losses from \$87,000 to \$9,000 through process redesign
- Designed and implemented network infrastructure to improve store operations
- Established secure remote access and monitoring using SonicWall appliances
- Implemented content filtering and system controls to improve productivity
- Maintained file and print servers supporting daily operations

**Networks R Us
Technician**

June 2011-May 2013

Provided IT support and infrastructure services for small business clients across the OKC metro.

Key Contributions:

- Delivered server, network, and endpoint support across multiple environments
- Supported domain management, security updates, and infrastructure troubleshooting
- Assisted with network setup and system administration

Education & Certifications

Bachelor of Science, Computer Science
University of Science and Arts of Oklahoma - Chickasha, OK

April 2014

Certifications:

- CompTIA Network+ ce
- CompTIA Security+ ce
- Crestron CTI-P101 & RL 101
- Audinate Dante Certification

Instructional Technologies:

- Active Learning Classroom Design
- Hybrid & Distance Learning Enablement
- Classroom AV & Collaboration Systems (Crestron, Dante, QSYS)
- Faculty Technology Support & Training

Technology Stack:

- **Systems & Platforms** *Windows, Windows Server, macOS, Linux*
- **Infrastructure & Tools** *VMware, vSphere, Veeam, MDT, WDS, SCCM, USMT*
- **Security & Networking** *Checkpoint Firewall and Endpoint Protection, SonicWall, pfSense*
- **Applications & Software** *Adobe Suite, Office 365, Visual Studio, Acronis, Clonezilla, DRBL*