Marc Chapman

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 Certified Support Professional 10.10

 Certified Technical Coordinator 10.10

Profile:
A competent, enthusiastic ITiL, Jamf and Apple certified IT professional with sound technical ability and knowledge supported by excellent communication skills, and a determined hard-working attitude towards achievement. I am a team player who is customer focused and can work with little or no supervision while using my initiative. Quick to learn new tasks and skills; resourceful and have strong analytical and problem-solving skills. Ideally seeking a permanent Mac focused role which will prove to be both a personal and professional challenge.

Status:
Eligibility: UK/EU Citizen
Salary Requirements: £35,000+

Skills & Knowledge:
Mac:
Mac OS X (10.5 – 10.14)
Mac OS Server
Mail / Calendar
Keynote, Pages, Numbers)
AppleScript

Other:
Adobe Creative Suite (2015 onwards)
Google Apps for Business
DNS, DHCP, Basic Networking Knowledge
ServiceNow, Zendesk, Spiceworks, Cherwell ticketing systems.
Casper/JAMF Pro Suite
Symantec Endpoint Protection / Sophos AV
HTML, CSS, Git, Bootstrap, Javascript

Job Title: 2nd Line Support Engineer
Location: Farringdon, London, ENG
Dates Worked: Mar 2020 – June 2020
Company Name: Connected Places Catapult
Supporting and managing MacBook's and Mobile devices (iPhone, iPad) through JAMF Pro.
Support of Windows laptops (HP and Dell) and use of MS InTune.
Maintaining all AV equipment in meeting rooms.
Ensuring meeting rooms are fully functional, and computers all have the latest and necessary applications.
Meeting Room/Clickshare support
Job Title: Senior Mac Engineer
Location: Kentish Town, London, ENG
Dates Worked: Oct 2019 – Mar 2020
Company Name: Spring Studios
Supporting and managing MacBook's and Mobile devices (iPhone, iPad) through JAMF Pro.

Managing and maintaining all AV equipment. Ensuring meeting rooms and studios are fully functional, and computers all have the latest and necessary applications.

Investigate, resolve and escalate technical issues from Help Desk support via internal ticketing system.

Supporting applications such as Microsoft Office for Mac, Dropbox for Business and Adobe Creative Suite.

Taking ownership of users' issues and identifying appropriate solutions to resolve incidents.

Job Title: Mac Support Engineer
Location: Bedford Square, London, ENG
Dates Worked: April 2019 – July 2019
Company Name: World Cancer Research Fund
Provide 1st/2nd Line Support to internal users as part of a team of 2.
macOS Server (Account creation, network share permissions)
Kerio Mail Administration
Troubleshooting of Mac OS and application issues.
Support of Adobe CC 2018/9.

Job Title: Senior Mac Specialist
Location: Chancery Lane, London, ENG
Dates Worked: April 2018 – February 2019
Company Name: Constituency Management Group
Provide 1st/2nd Line Support to CMG agencies 650+ Mac user as part of a team of 8.
JAMF Pro Suite.
Creation of Base and Creative images for builds. Including adding in OS updates when tested and available.
Troubleshooting of Mac/Windows OS and application issues, with primary focus on macOS.
Support of Mobile devices (iOS and Android)
Support of Adobe CC 2016 onwards and administration of the Adobe Admin console.

Job Title: Desktop Support Analyst
Location: Soho, London, ENG
Dates Worked: November 2016 – April 2018
Company Name: Omnicom Media Group
Providing 1st/2nd Line Support to OMG agencies 250+ Mac users across 4 sites.
JAMF Casper/Pro Suite Administration.
Undertake Projects as requested such as Sophos AV rollout and Office365 upgrade.
Creation of Base and Creative images for builds. Including adding in updates when available.
Troubleshooting of Mac OS and application issues.
Arranging hardware repairs with our AASP.
Support of iOS devices (iPhones and iPads)

Other Qualifications:
Apple Certified Support Professional - MAC OS X 10.6 Snow Leopard
Apple Certified Technical Coordinator - MAC OS X 10.10 Yosemite
Jamf Certified Associate

Interests:
My interests mainly revolve around music, both playing guitar and bass, writing and recording my own music and going to concerts. I also enjoy reading such authors as Terry Pratchett, HP Lovecraft, Oscar Wilde, Edgar Allan Poe along with biographies and books about science and nature.