DEVIN K. MILLER

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PROFESSIONAL EXPERIENCE

MIDNIGHT OIL, Burbank, CA   2019 - Present
Jr. Systems Administrator
Part of a team that supports 250 end users on both Apple and Windows platforms, with a heavy focus on the Apple side. My day-to-day tasks include, handling support tickets via the ServiceNow platform, managing Active Directory (user accounts, email groups, server access), and managing the Jamf instance (writing scripts, getting applications setup for remote user access/Self Service). I also assist with security and compliance for our secure customer work, along with supervising the three helpdesk team members.
Key Contributions:
- **Setup the company's first Apple provisioning standard.** Utilizing Jamf, I created a provisioning script that streamlined the setup of all the Apple devices. This helped out immensely during our move to remote work due to COVID. The brought setup time of the devices down to 10 minutes, from 1 hour. Our timeline to get all of the staff working remotely was two weeks, and we were able to get it done in less than one week.
- **Created the image for the Windows 10 upgrades.** We needed about 50 machines upgraded to Windows 10 by January 2020 in order to meet the cutoff date for Windows 7 support. I created the necessary image using Microsoft's MDT software.

UNISYS / ONE & ALL, Pasadena, CA   2017 - 2019
IT Technician
I supported 300 end users on both Apple and Windows platforms. Daily tasks included; handling support tickets both in-person and remotely, creating and deleting users via Active Directory, and supervising two technicians who are based at One & All's Atlanta location. I would delegate tasks and tickets, along with making sure they're keeping up with company standards; i.e., utilizing updated images and helping them to understand new processes and software that were introduced.
Key Contributions:
- **Initiated the company's first mobile device program.** Utilizing the Apple Configurator software, I created the security policies, and manage the deployment of iPhones and iPads to the end users.
- **Coordinated and led the company wide upgrade to Windows 10.** A team of three techs upgraded 125 devices over five weeks. Three tickets per week as a result of the upgrades.
- **Assisted in standardizing Apple machine setups.** We moved our MacBook and iMac setups from a Munki and DeployStudio process where the machines were provisioned "per-user", to a standardized build for all users utilizing Jamf.

APPLE, Cambridge, MA and Pasadena, CA   2013 - 2017
Genius
I worked behind the Genius Bar at Apple retail stores, where my day-to-day consisted of, handling technical issues with Apple devices of all types, and performing repairs on said devices. I handled 15 to 20 appointments per day; at times helping two or more customers simultaneously. I was also apart of the mentor team in my store, which had me performing onboarding and being a resource for my peers. I would provide them with advice for anything from dealing with customers to growth in their role.
Key Contributions:
- **Helped implement Apple's first system for inspecting counterfeit devices.** Our team was having issues with counterfeit devices being replaced in our store. Our lead, another technician, and I, came up with an inspection system, then reached out to the engineering team with our findings. After some assistance from them, a standardized process was rolled out company-wide.
- **Worked on the first Apple Watch.** I was chosen for a six-month work experience at Apple headquarters, where I worked with the Apple Watch's hardware engineering team. During that time I worked on tests and diagnostics for the hardware, and did QA for the software utilizing Jira.

SOUTH STREET YOUTH CENTER, Boston, MA   2015 - 2016
Volunteer

I was a volunteer at an after-school program which focused on kids and young adults from underprivileged neighborhoods; around the ages of 8 to 18. My time there would consist of, assisting the younger kids with homework, and giving the older ones a space to talk about issues either in school, at home, or just about general personal experiences and societal issues. We would also prepare and serve meals for everyone.

Key Contribution:

- **Introduced a photography program.** I created and ran a one month class that taught the kids some basics of digital photography. This included using DSLR cameras, and editing their photos in Adobe Lightroom.

FIDELITY INVESTMENTS, Boston, MA   2013 - 2014
Technical Intern

I was selected for an internship at Fidelity in Boston, where I was part of a team of 10 technicians who supported two sites consisting of 3,000 end users. My day-to-day had me imaging machines, transferring data, setting up workstations, punching-down phone lines. Along with that I would close 4-5 support tickets per day using the HP Service Support Manager software.

Key Contribution:

- **Improved SLA metrics.** During my time there, breached/late tickets were improved from 5 per week (about 10% based on ~50 ticket per week average), to 1 every two weeks (about 1%).

EDUCATION

A.S. in Computer Information Systems in Progress

Pasadena City College, Pasadena, CA - Expected Graduation in 2021
Relevant Coursework: Intro to Python, Web Development in PHP and SQL, Web Development in Ruby, Systems Analysis, CCNA: Introduction to Networking

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TECHNICAL PROFICIENCIES

- Apple Certifications: Mac Technician, Mobile Technician
- IT: Active Directory, Jira, LogMeIn, ServiceNow
- Device Management: Apple Configurator / DEP, Apple Business Manager, AssetTrack, Jamf
- Multimedia: Final Cut Pro, Lightroom, Premiere Pro