

Dave Bergstrom

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Web developer and IT engineer

with demonstrated technical skill in varied environments over a range of hardware and software. Technologist with 10+ years of general IT experience, from helpdesk to system administration, across multiple industries. Worked closely with several Agile-based software teams in support and ops capacities.

SKILLS

- JavaScript
- Node
- jQuery
- Grunt
- HTML5 / CSS3
- Ruby / Rails
- Rspec
- Git
- Bash
- Jira / Atlassian
- ServiceNow
- Linux
- Jamf
- Apple DEP and VPP
- Google Apps
- Meraki
- Slack (for alert integrations)
- SAML/SSO
- LDAP
- Foxpass

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- Apple Certified Macintosh Technician
- Casper (Jamf) Certified Technician
- Casper (Jamf) Certified Administrator

PROFESSIONAL EXPERIENCE

Web Development Immersive, General Assembly, Boston, MA September 2018 - Present

- 3 month full stack web development training in multiple technologies and frameworks including JavaScript, Ruby, HTML/CSS/Sass, jQuery and Git/hub
- Complete daily code tasks and evening work to reinforce current topics, both solo and with multiple teammates
- **Projects:**
 - Tic-Tac-Toe game with JavaScript / Bootstrap frontend interacting with a Rails API
 - Full stack bike ride tracker with JavaScript / Bootstrap frontend with a Rails API

Senior Helpdesk Engineer, Cinch Financial, Boston, MA October 2017 - September 2018

- Configure and maintain a Jamf cloud instance including all policies, configuration profiles, scripts and app deployments for 60 endpoint deployment, while ensuring all endpoints meet PCI requirements
- Assist with production code deploys in Docker Cloud on AWS instances
- Create automated ops alerts integrations for Slack and Jira
- Google Apps configuration, including SAML/SSO for third-party apps
- Configured dashboard and moved all endpoints to SentinelOne Antivirus

Desktop Support Specialist, Broad Institute of MIT and Harvard, Boston, MA March 2016 - October 2017

- Assisted with app, package, policy and Mac imaging sequence updates and maintenance in Jamf Pro
- Performed QA testing and planning for Mac OS rollouts in the Broad environment
- Handled walk-up helpdesk queries on a scheduled rotation, along with in-person and remote support (10-15 tickets per day), as well as scheduled ticket queue management
- Implemented CIS-hardened Mac deployment
- Performed specialized lab system deployments (typically Linux - Ubuntu and RHEL)

Helpdesk Associate (2013) / Supervisor (2015) / Multiple roles (2010 - 2013), Gazelle, Inc., Boston, MA September 2013 - March 2016

- Project planning and equipment purchasing
- Provided in-person and remote technical support and issue resolution for 80+ full-time end-users in Boston, MA and Louisville, KY on both Mac OS and Windows systems
- Created Apple OS imaging sequences using Apple NetInstall and Apple Remote Desktop

EDUCATION

BA in Political Science, State University of New York at Geneseo, Geneseo, NY. Minor in Psychology.