# Dave Bergstrom

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**Portfolio:**
https://dwbergstrom.dev
github.com/dwbergstrom

**Web developer** with an extensive background as an IT engineer. 10+ years of general IT experience, from helpdesk to system administration, across multiple industries, with a recent work focus on system automation with code. Worked closely with several Agile-based software teams in support and ops capacities, and recently completed the immersive web developer program at General Assembly.

## SKILLS

- JavaScript (ES6)
- React
- jQuery
- Grunt
- Webpack
- HTML5 / CSS3
- Ruby / Rails / PostgreSQL
- Express / MongoDB
- Git
- Bash
- AWS
- Jira / Atlassian
- ServiceNow
- Linux
- Jamf
- Apple DEP and VPP
- GSuite
- Meraki
- Slack alert integrations
- SAML/SSO
- LDAP

## 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 – December 2018

- 3 month full stack web development training in multiple technologies and frameworks including React, JavaScript, Express, MongoDB, Ruby/Rails, PostgreSQL, 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:**
  - 2 full stack bike ride trackers:
    - React frontend and a Ruby on Rails API: https://github.com/DWBergstrom/ridegame-client
    - Bootstrap / jQuery / JavaScript frontend: https://github.com/DWBergstrom/ridebos-client
  - Full stack ecommerce application integrated with Stripe's payment API. Express backend with a JavaScript / jQuery / Handlebars frontend: https://github.com/DWBergstrom/project-3-front-end
  - Tic-Tac-Toe game with JavaScript / Bootstrap frontend interacting with a Rails API: https://github.com/DWBergstrom/tictactoe-client
- **Post-WDI Self-Study Projects:**
  - Responsive Image Slideshow, fully responsive and built in pure JS, HTML and CSS. Also swipeable on mobile: https://dwbergstrom.github.io/responsive-slideshow/
  - A sample MBTA app built in React and using the Mapbox API to pinpoint T stations (try the Orange Line): https://dwbergstrom.github.io/transpo-hackathon/
  - Simple text analysis app for displaying word / character percentages in a string: https://dwbergstrom.github.io/js-wordcloud-vanilla/

## IT Consultant, dataxu, Boston, MA
### June 2018 – Present

- Assist with office move and network redesign in new location
- Equipment decommissioning
- Reconfiguring Jamf deployment (all config profiles and policies)

## 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
- Configure dashboard for and move 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 2010 - 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.