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**Professional Summary:**

A detail-oriented and highly skilled IT professional with 3+ years of experience providing comprehensive support and administration for macOS-based environments. Proficient in troubleshooting, system management, and maintaining security protocols. Demonstrated ability to manage and support Mac devices, deploy and configure applications, and ensure the overall functionality and performance of Apple hardware and software.

**Core Competencies:**

* macOS System Administration
* Apple Device Management (MDM)
* Software Deployment & Management
* IT Support & Troubleshooting
* Network Configuration & Management
* Backup and Disaster Recovery
* Security and Compliance (VPN, FileVault, Gatekeeper)
* End-User Training & Support
* Scripting & Automation (Bash)
* Integration with Active Directory and LDAP
* Apple Hardware Diagnostics and Repair
* Device Configuration and Imaging
* Asset Management & Inventory Tracking

**Professional Experience:**

**Senior Engineer**

Mar 2025 – Apr 2025 | Motherson Technologies, Bangalore, India

* Provided macOS device support including installation, configuration, and troubleshooting.
* Assisted end-users with Mac system issues, network connectivity, and application errors.
* Ensured compliance with IT security policies on Mac devices through FileVault and VPN configuration.

**Senior Administrator**

Jun 2023 – Present | Cloud Zenix, Bangalore, India

* Managed 500+ macOS devices (MacBooks, iMacs, Mac Pros) ensuring optimal performance.
* Implemented and maintained MDM solutions (Intune) for centralized Apple device management.
* Automated macOS software deployments using Munki, Jamf, Apple Remote Desktop.
* Repackaged legacy applications using InstallShield and AdminStudio for Windows users.
* Created SCCM applications, collections, and deployments for hybrid environments.
* Integrated macOS with Active Directory & LDAP for seamless authentication.
* Enforced security policies including FileVault, Gatekeeper, and Defender.
* Performed backups and disaster recovery using Time Machine and third-party tools.
* Maintained documentation and compliance reports for audits.

**Senior Associate**

Jun 2021 – May 2023 | Wipro Technologies, Bangalore, India

* Provided technical support in a Mac-only environment and hybrid Windows setups.
* Installed, configured, and maintained macOS devices (Mojave → Ventura).
* Created and managed system images for macOS deployments.
* Supported application packaging and SCCM deployments for enterprise applications.
* Repackaged legacy apps for Windows 10/11 compatibility, resolving DLL conflicts.
* Implemented macOS security configurations (firewalls, FileVault, endpoint protection).
* Worked on ServiceNow & JIRA for request tracking and incident management.
* Collaborated with app owners for requirement gathering, packaging standards, and UAT.

**Technical Skills:**

* **Operating Systems**: macOS 10.14 Mojave to macOS 13 Ventura, macOS 14.0 Sonoma,iOS
* **MDM Solutions**: Intune
* **Tools**: Apple Remote Desktop, Munki, AutoPKG, SCCM, Remote Management
* **Scripting**: Bash
* **Security**: FileVault, Gatekeeper, VPN (Cisco AnyConnect, OpenVPN), Encryption
* **Networking**: Wi-Fi, VPN, DNS, DHCP, TCP/IP
* **Backup & Recovery**: Time Machine, Carbon Copy Cloner, Acronis, Veeam
* **Software**: Microsoft Office, Adobe Creative Cloud, Slack, Zoom, Google Workspace
* **Hardware**: MacBook, iMac, Mac Mini, Mac Pro, Apple TVs

**Education:**

**Bachelor of Technology**  
*SVIST Kadapa*

Declaration:

I hereby declare that all above information furnished by me is true to the best of my knowledge

Date: Sateesh Kumar Reddy S

Place: Bangalore