Luis Lithgow

| 347-213-6088 | lalithgow@gmail.com | 14 Lewis Place, Yonkers, NY 10703 | luislithgow.com

*Customer focused IT administrator with a passion for technology and web based development.*

**EXPERIENCE Movable Ink,** New York, NY *October 2016-Present*

*Movable Ink is one of the fastest growing tech companies offering contextual email marketing*

**IT Operations Manager**

* Managed IT Operations (Mac shop & some PCs) for 160+ personnel across (4) sites to in NY, SF, LON & Argentina
* Provided Level 1-3 helpdesk support for 25+ applications including: GSuite, Dropbox, JAMF, Microsoft Office 365
* Implemented JAMF (Casper) and devised policies to increase security and IT controls
* Responsible for IT procurement, hardware/software asset management, onboarding/offboarding of personnel
* Supported the IT/AV needs using Creston equipment for C-Suite and recurring Town Hall
* Monitored and assisted with network management using Cisco Meraki devices

**General Assembly,** New York, NY *May 2016-August 2016*

*Attended 13 week full stack development bootcamp and developed skills in Node.js and MongoDB*

**Full Stack Web Developer**

* Built (4) web based applications using SQL Databases and JavaScript frameworks.
* Created innovative search and design application using Ruby on Rails showcased at educational tradeshows.

**Cinedigm** New York, NY

*Cinedigm is a digital media license reseller*

**IT Support Administrator** *November 2015-May 2016*

* Reported to the IT Director for an (8) person IT Operations team
* Managed IT break/fix inquiries for 200+ personnel for onsite and remote support
* Documented and analyzed helpdesk tickets using Kaseya
* Issued and configured PCs for all new hires and wiped all data prior to offboarding
* Setup 300+ accounts on Active Directory

**City College of New York,** New York, NY

*New York based college with 16,000 students*

**Technical Support Specialist** *June 2015-November 2015*

* Provided Level 1-3 break/fix support for 300+ personnel
* Achieved SLA of less than 24 hours to remediate Level 1-2 issues
* Created virtual machines (VMs) for Microsoft based email server
* Responsible for the asset management program to include patching, software installation, and O/S updates

**EDUCATION John Jay College,** New York, NY

* Bachelor of History *August 2009-May 2014*
* President of Phi Sigma Chi Fraternity

**SKILLS** IT Admin**,** MS Office, GSuite, HTML5, CSS, JavaScript, CSS, Ruby, JAMF Pro, Dropbox

**LANGUAGES** Fluent Spanish (Spoken/Written)

Intermediate French (Spoken)