

Mobile Engineer Tier Mobile Engineer Tier Mobile Engineer Tier 3 - COUNTRY Financial
Minneapolis, MN Work Experience Mobile Engineer Tier COUNTRY Financial - Minneapolis, MN
February 2019 to Present Designing, implementing, building, and supporting Mobile IT solutions.
Verification and support of new and existing IT infrastructure and platform environments to ensure
continued success for security, availability, and functionality. High level understanding and
creative problem solving techniques to improve, fix, and ensure stability and functionality with
EMM/EDM and MDM platforms, including Microsoft Intune, Mobile Iron and Microsoft Azure.
Support, management, deployment, and configuration of mobile device hardware with Intune,
Mobile Iron, Android for Work, Android Enterprise - supporting 3,000 varied iOS devices as well as
Android. Utilization of virtual machines/VDI for testing environments and ensuring maximum
control over all changes and platform fixes/improvements. Work with Developer teams to ensure
project successes as well as functionality and troubleshooting of in-house developed mobile
applications. Providing advanced support and troubleshooting on problem tickets and issues that
were unresolvable by Tier 1 and Tier 2 support spanning over all environments IT Support Specialist
Volunteer Support Forums & IRC Live Chat June 2013 to Present Answering questions on a
real-time chat service helping people around the world with technical questions and troubleshooting.

Supporting over thousands of unique visitors on a monthly basis. Handling support tickets from
troubleshooting complex hardware and software issues, to walking through the process of building a
computer from scratch. Research, problem solving, and patience to further knowledge of a variety
of technology related areas. Deskside Engineer (Advanced IT Support Level 2) Korn Ferry -
Minneapolis, MN September 2017 to February 2019 Overview, management, and support of
1000+ enterprise devices, including namely HP enterprise hardware; laptops, printers, docking
stations, monitors Understanding and support of successful wide area deployment using Active
Directory, Microsoft SCCM, group policy, and Microsoft Server utilities Working with and
developing working strategies with existing Level 1 Help Desk support to provide successful Level 2
troubleshooting and support with the end goal on the customer service experience Support,
management, deployment, and configuration of Apple technologies including iPhones, iMacs and

Macbook Pros Advanced understanding, troubleshooting and support of Microsoft Office products such as Office 365 Utilizing Service-Now ticket system to manage large workflow and multitasking

Project Manager/Lead IT New Horizon Companies - Plymouth, MN December 2012 to September 2017 Complete management, overview and support of over 2,000 mobile devices in Kids Quest & New Horizon child care centers around the country. Direct management of a small IT team in delegation of work, escalation assistance, and leading to maximize effectiveness and efficiency.

MDM systems such as Meraki, JAMF, with a wide variety of hardware including: all generations of iPads, Android Devices, Microsoft Surfaces, and more. Creating and maintaining efficiency, reliability, and return on investment of deployed mobile technology across parent and sibling companies under the New Horizon moniker -- throughout the US. Direct support for over 1000 end-users across parent and sibling companies; providing direct IT support for 200+ end users for 800+ remote users and clientele. Knowledge and talent in many hardware and software environments; Windows OS/Exchange, Mac OS/integration, iOS, Android, Linux, VMware Virtualization, TeamViewer, Aerohive Networking, and Cisco Networking along with much more.

Remote and local technical support for technology; supporting corporate staff including day-to-day operations and center projects. Moderate involvement and servicing of virtual servers in the VMware environment. Leader in special projects to increase business at Kids Quest locations; developing security measures to implement new attractions safely and efficiently. Low voltage related work; building and maintaining network infrastructure, pulling wire and terminating for network environments at locations new and old. Shooting, producing, developing and editing video content for Marketing and Development purposes. Have created content which resulted in securing large amounts of new business. Thorough and ever-expanding knowledge of many encompassing technologies, programs, and procedures throughout IT. Microsoft exchange server knowledge and maintenance encompassing 21 and growing field locations across the country. Loan Documentation Specialist Wells Fargo Home Mortgage - Minneapolis, MN February 2012 to December 2012

Managing and operating copious amounts of incoming and outgoing information pertaining to many different types of loans including FHA and VA products. Directly supported over 100 unique clients

a month. Maintaining extremely large amounts of individual financial data, and working with each client on a one-on-one basis. Acute understanding of the MS-DOS based information loan management system. Retaining outstanding levels of customer service. Demonstrated prowess in the mortgage industry by using multitasking ability as well as prioritization. Working with TIL disclosures, GFE's, Settlement Statements, Appraisals, Credit Reports, and employment documentation. Daily computing of HUD's, preparing final loan amounts, and representing and explaining complex mortgage processes with customers. Following and abiding ever-changing, specific requirements for each loan on a federal and company level. Receiver of several customer service and processing technology awards. Education Normandale College 2007 to 2010 Diploma Eden Prairie High School 2003 to 2007 Skills Cisco, Android, Mobile devices, Mdm, Linux, C++, Html, Java, Imaging, Customer service, Excel, Outlook, Word, Photoshop, Windows xp, Premiere, Integration, Javascript Additional Information Technical Skills Software: Adobe Suite: Premiere Pro, Photoshop Microsoft: Windows XP, 2000, 7, 8, 8.1, 10 / Office Suite: Word, Excel, Outlook, Remote Desktop Linux: Ubuntu, & many subsidiaries Apple: Apple Configurator, Apple Remote Desktop, OS X Server, Bootcamp, Logic Pro X, Windows & Domain integration MDM: Meraki Cisco Solutions, Advanced understanding and implementation management Above average knowledge of Java, HTML, C++ Have understood, developed, and worked with many 3rd party proprietary in-house company software Hardware: Building, reformatting, upgrading, troubleshooting Windows, Macintosh, & Linux devices. Fixing, re-imaging mobile devices and troubleshoot hardware software issues with Manufacturer software tools Real-world implementation and installation of most 3rd party hardware (Apple, Windows, Linux, Android, AMX, etc..) Other Words Per Minute (WPM): 110 Customer Service Awards: 90% Loyalty Program - Wells Fargo

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