

Project Manager/Director of IT Project Manager/Director of IT Project Manager/Director of IT - PerfX
 Wireline Services 20+ years of giving Macintosh hardware/OS support 5+ years of experience as
 a JAMF admin 3+ years of experience working in/administering JIRA/Confluence 18+ years
 giving executive support 8+ years training internal/external users on software-as-a-service
 applications 18+ years working as a product/platform evangelist 20+ years experience working
 with ticketing software such as PeopleSoft, Service Now, ZenDesk, and ZoHo 20+ years
 experience working with remote support software/services such as ARD, Bomgar, Teamviewer,
 Cloud Management Suite, Casper, RDC, LogMeIn, Remote PC and others 5+ years' experience
 working as a Project Manager/Product Owner in a technical environment Work Experience Project
 Manager/Director of IT PerfX Wireline Services November 2018 to Present Executive support
 Managed/evangelized implementation of eMaint Vehicle and Asset Maintenance Software including
 budgeting and financial planning Managed/evangelized implementation of ZoHo ticketing software
 Managed/evangelized implementation of Cloud Management Suite (SAAS) including budgeting
 and financial planning Managed/evangelized implementation of ESET Antivirus and Endpoint
 Protection including budgeting and financial planning Implemented the use of AWS WorkSpaces
 and AWS Console Procedures and technical documentation creation Technical/functional
 support/ IT Management GSuites Administrator Slack Administrator TeamDesk Administrator
 Oil Command Administrator Employee On/Off-boarding. Focus on technical systems
 Technical/functional support/ IT Management on Windows 10/Mac OS X 7.5-10.14.3/iOS Mac Tech
 Level III NREL March 2018 to November 2018 Imaged and deployed Macs to users Integrated
 and maintained Macs into an Active Directory environment Procedures and technical
 documentation creation Processed requests, incidents, and inventory levels and location changes
 with ServiceNow JAMF evangelist Systems and Support Administrator Wowza Media Systems
 July 2016 to January 2018 Executive support Communications Administrator Office 365
 Administrator Technical/functional support/ IT Management on Mac OS X 7.5-10.13.2, iOS
 Procedures and technical documentation creation Project Manager for Level I and Level II
 Security Project. Measures analyzed and implemented for Mac OS Development, testing, and

deployment of new system imaging using OS X tools Software deployment using physical deployment Data Recovery - Computer Forensics Client needs analysis and customer support Instruction and training of co-workers on Macintosh integration and support Third party solutions research, proof of concept, and implementation Vonage Administrator Brivo Security Administrator JIRA Administrator Okta Administrator and Product Owner Slack Administrator Asset Tracking Employee Off-boarding. Focus on technical systems New Employee On-boarding. Focus on technical systems Move, install and troubleshoot Cisco desk phones Hardware Procurement Network and Security consultant Systems and Support Admin High Noon Entertainment July 2015 to July 2016 Executive support G-Suites Administrator Technical/functional support/ IT Management on Mac OS X 7.5-10.11, iOS Procedures and technical documentation creation Project Manager for Level I and Level II Security. Implemented for Mac OS Development, testing, and deployment of new system imaging using OS X tools Software deployment using physical deployment Client needs analysis and customer support Senior Mac Support/ Project Manager Chipotle Mexican Grill April 2013 to April 2015 Executive support Global remote Tier II and Tier II support Technical/functional support/ IT Management on Mac OS X 7.5-10.x, iOS, Windows Integrated and maintained Macs into an Active Directory environment Procedures and technical documentation creation Project Manager/Owner/Evangelist on the JAMF Suite implementation project for imaging, policies, inventory, and security JAMF Admin Processed requests, incidents, and inventory levels and location changes with ServiceNow Project Manager for Level I and Level II Security. Implemented for Mac OS Development, testing, and deployment of new system imaging using OS X tools Software deployment using both push with JAMF as well as physical deployment Data Recovery - Computer Forensics Scrum Master on Chipotle Scarecrow project

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