

Mosyle Manager Specialist Mosyle Manager Specialist Apple IT Specialist / MDM Admin Miami, FL
Authorized to work in the US for any employer Work Experience Mosyle Manager Specialist Mosyle Corporation - Miami, FL October 2017 to Present Leverage my knowledge and experience to provide customized 1:1 product demonstration/solutions to unique customer requirements in an enterprise or educational environment. Create and execute live product demonstrations and solutions via weekly webinar presentations. Consult with multiple vendors to stay current on all MDM related technologies and solutions on the market. Serve as additional level of technical support during presentation downtime. Assist sales team with customer support and ensure proper resolution of customer issues. Apple Systems Administrator Charter Schools USA - Fort Lauderdale, FL August 2012 to October 2017 Research and implement new ways to integrate Apple technology into enterprise and education environments. Provide level 2 and level 3 support for all MacOS and iOS devices across the network. Diagnose and repair all Apple hardware and software related issues. Effectively communicate with customers and ensure resolution of their issues/needs. Analyze current business needs in order to create cost effective solutions while maintain high level of performance. Responsible for the setup, deployment and maintenance of ASM, DEP and VPP programs for 87 sites across 7 states. Respond and support users via ticketing systems, phone, email and other solutuions. Currently manage over 22,000 iPads and 3,000 Macs via various MDM solutions. Established and oversee the development of in-house Apple self-service repair program including working on employee in house training programs. Keep positive relations with Apple and other third-party vendors on pricing and support cost negotiations. Setup, configure and maintain all Apple Servers including all MDM support for OS X and iOS devices via Profile Manager, Mosyle Manager, Apple Configurator, and Apple Remote Desktop. Create, deploy and maintain Netboot imaging servers across 87 sites. Create training materials and resources designed to further develop staff skill sets. Serve as the CEO's personal technology advisor and local tech along with other C-level clients. Drive projects to completion and meet SLA deadlines. Experience with large enterprise and educational networking infrastructure including Content Filter systems and Windows OS, Active Directory and DNS. Customer Service Representative Verizon

Wireless - Miami, FL February 2011 to July 2012 Provided technical support for all cellular devices including portable Mi-Fi's Customer Service IT support liaison Provided weekly customer training sessions to help drive and establish new users while preventing churn Create iPhone Sales training program for South Florida market. Create iPhone technical support documentation for in store sales reps Education High school or equivalent Florida Christian School - Miami, FL Skills Bilingual Additional Information SKILLS Bilingual: English and Spanish

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