

Support Analyst Support Analyst Support Analyst - Staples, Inc Boston, MA Work Experience  
Support Analyst Staples, Inc - Boston, MA September 2018 to Present \* Jamf Pro Administrator \*  
System imaging \* Data Steward \* Support Help Desk (2,000+) Director of Operations Fast &  
Intelligent Food - Boston, MA March 2018 to June 2019 A start-up home delivery food service  
dedicated to supporting an Alkaline diet \* Network implementation & management \* Website  
design & maintenance \* Mobile device management \* Customer support Junior Systems  
Administrator Magellan Jets - Quincy, MA January 2016 to March 2018 A full-service private jet  
membership and charter brokerage service \* Implemented automated approaches for system  
administration tasks \* Developed operational procedures & processes \* Managed mobile devices  
using MDM \* Office 365 Administrator \* Supported Help Desk (50+) Systems Support Technician  
Income Research + Management - Boston, MA January 2011 to January 2016 A privately-owned,  
independent, fixed income investment management firm serving institutional and private clients \*  
Installed, configured and maintained Windows systems, Cisco switches & digital phone lines \*  
Member of Incident Response Team \* Regulated network file systems \* Managed mobile devices  
using MDM \* Data Custodian for Disaster Recovery site \* Supported Help Desk (150+) Education  
Information Technology Security Bunker Hill Community College - Boston, MA September 2011 to  
March 2014 Marketing Florida International University - Miami, FL September 2006 to March 2008  
Certifications/Licenses Apple Certified Mac Technician October 2018 to Present Assessments  
Technical Support Highly Proficient July 2019 Measures a candidate's ability to apply protocols to  
identify errors and solutions in order to maintain system function. Full results:  
[https://share.indeedassessments.com/share\\_assignment/v7prmerikkigers2](https://share.indeedassessments.com/share_assignment/v7prmerikkigers2) Indeed Assessments  
provides skills tests that are not indicative of a license or certification, or continued development in  
any professional field.

Name: Deborah Fuentes

Email: harry74@example.org

Phone: (308)580-9564x94290