

Casey Scruggs

Endpoint Engineer

🏠 Bowling Green, KY, 42104 ✉ casey@scruggsfam.rocks

📞 270-535-4297

🌐 <https://bigdoodr.github.io>

Well-versed Systems Engineer with 5+ years of experience managing Apple devices and using the Mosyle Business MDM platform in a Higher Ed. environment. Proven track record in deploying security and compliance solutions, optimizing endpoint effectiveness, and supporting seamless user experiences. Passionate about creating secure, user-friendly environments where technology empowers people to do their best work.

Skills

Apple Device Management (macOS, iPadOS)

Excellent

Mosyle Business MDM Solution

Excellent

Problem Solving & Troubleshooting

Excellent

Project Management

Very Good

Python/Scripting

Good

Technical Writing & Documentation

Excellent

User Support

Excellent

Work History

2019-08 - Current

Systems Engineer/Endpoint Engineer

WESTERN KENTUCKY UNIVERSITY, BOWLING GREEN, KY

- Primary lead on maintenance of Mosyle MDM solution, setting the pace for change implementation to enhance the user experience and security of nearly 1,000 macOS devices

- Improved macOS software update compliance and app updates by implementing the “Nice-Updater” and “Installomator” scripts
- Supports system users, educating employees on troubleshooting and problem-solving protocols
- Researches software and systems products to determine purchase recommendations
- Created newsletter to communicate features of & upcoming changes to devices; currently in third year
- Streamlined troubleshooting processes to improve system support and enhance communication between support team and end-users
- Co-managed implementation and ongoing maintenance of VMware (now Omnisia) Horizon remote desktop virtualization
- Extensive use of project management software while leading and collaborating on multiple initiatives
- Deployment of security and compliance enforcements, ensuring alignment with institutional policies while maintaining user-friendly environments

2016-07 - 2019-07

Desktop Support Consultant

WESTERN KENTUCKY UNIVERSITY, BOWLING GREEN, KY

- Primary support for macOS and mobile devices, including hands-on repair and troubleshooting for faculty, staff, and students
- Developed and maintained knowledge base articles covering department-specific policies
- Assisted clients with technology selection and configuration, ensuring optimal setups for both desktop and mobile devices
- Performed workstation setups, including configuring hardware, devices, and software for new employees, improving efficiency of onboarding processes
- Patched software and installed new versions to eliminate security problems and protect data
- Used critical thinking to identify and resolve technical issues, exceeding service-level goals through effective task prioritization and follow-up
- Co-led configuration and deployment of Mosyle Business MDM solution

2005-01 - 2016-06

Helpdesk Consultant

WESTERN KENTUCKY UNIVERSITY, BOWLING GREEN, KY

- Provided customer service and technical support for macOS and Windows platforms, resolving hardware and software issues for faculty, staff, and students

- Offered support for wireless connectivity, Active Directory, Exchange-based email accounts, Microsoft 365 email accounts, Microsoft Office productivity suite, and all major web browsers
- Provided phone and remote troubleshooting, repair, and installation of hardware and software on macOS and Windows platforms on both branded and custom-built machines
- Entered tickets into division-wide tracking system and included clear written descriptions of problems or requests reported and troubleshooting steps completed
- Trained and mentored student workers and colleagues on Apple devices and university software
- Co-managed the implementation of and developed articles for a knowledge base, improving user self-service, streamlining troubleshooting, and reducing support ticket volume

Education

2004

Bachelor of Arts: Psychology

WESTERN KENTUCKY UNIVERSITY - BOWLING GREEN, KY

Bachelor of Arts: Religious Studies

WESTERN KENTUCKY UNIVERSITY - BOWLING GREEN, KY

Acknowledgements & Activities

Presenter, 2024 - Delivered **Adopting an Active Update Cycle** presentation at MacAdmins Conference showcasing changes implemented under my guidance.

Content Creator, 2023 - Recorded instructional YouTube videos guiding employees through the setup and use of their computers: **Getting Started with Your WKU Mac** | **Prompting for an Administrator Account on WKU Computer (Windows)**

Session Leader, 2023 & 2024 - Led multi-day sessions for groups of new college students, helping them adjust to college life as part of an annual orientation event.

Departmental Award, 2014 - Awarded the Technical Support Services **S.T.A.R.** (Service, Teamwork, Attitude, and Reliability) for “strong technical ability and exemplary customer service,” demonstrating “great rapport with his team” and “creativity.”

Staff Council Member, 2010 through 2014 - Actively contributed to staff initiatives, representing university employees and helping shape campus policies.