

Carmil Thelemarque

San Diego CA | 315.316.3878 | carmilx@icloud.com | github.com/carmilx

Education

Utica College | Utica, NY | August 2015

- Bachelor of Science, Cybersecurity: Cyber Crime Investigations and Forensics

Projects and Achievements

- Planned and completed the rollout of the Windows 10 operating system to the Utica College community before the end of support for Windows 7
- Implemented and deployed Cloud Identity Management solution (OneLogin) for SOCi as well as integrated dozens of cloud systems (SalesForce, Atlassian, AWS, Paylocity, Github, Office 365, G Suite) to central identity management and each other as needed.
- Played an instrumental role in helping SOCi obtain SOC 2 compliance to further the company's growth as a SAAS platform

Experience

Interlaced.io | Lead Systems Engineer | San Diego CA | July 2021 - Present

- Train new Systems Engineers
- Load balances ticket backlog across all team members
- Assists in implementing new technology internally and for clients (projects)
- Assists in onboarding new clients to Interlaced Services
- Create and maintain thorough documentation of client technology
- Perform field visits to client / spot checks team performance with POCs
- Responds to and solves escalated service requests via phone, email and chat
- Serve as a Tier III escalation point for teams members

Interlaced.io | Systems Engineer II | San Diego CA | April 2021 - July 2021

- Integrate and troubleshoot SaaS integrations with SAML platforms like Okta and OneLogin
- Manage, deploy updates, security patches and anti-virus solutions to a distributed fleet of Mac and Windows computers using Jamf, Microsoft Endpoint Manager, Addigy and Ninja RMM
- Architect automations with BASH, Python and PowerShell for JAMF, Addigy, Ninja and Intune for organizational deployment
- Respond and support clients via Slack and Zendesk
- Resolve organization-wide disruptions and escalations from Support and Project teams
- Audit, compose, and implement SOP's and documentation for internal and external consumption
- Compose, Deploy, and Maintain MDM configuration to create and sustain 0 touch user onboarding and offboarding
- Perform on sites for clients in San Diego area

SOCi Inc. | IT Administrator | San Diego CA | September 2019 - April 2021

- Maintain, troubleshoot and add apps to OneLogin (Identity Management System)
- Manage, deploy updates, security patches and anti-virus solutions to a distributed fleet of Mac and Windows computers using Jamf and Microsoft Intune
- Collaborate with Human Resources to execute and maintain Offboarding and Onboarding standard operating procedures for all employees
- Manage the implementation of several new services including OneLogin, Zoom, Microsoft Intune

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- Manage and support numerous SaaS applications including G Suite, Jira, Confluence, Zoom, Adobe Suite, Office 365, GitHub, OneLogin
- Purchasing of all computers, monitors, and other IT peripherals
- Provide desktop and IT support for employees globally
- Create, update, and maintain knowledge articles and securitization practices in our knowledge management system (Confluence)

Utica College IITS | Desktop Computer Administrator | Utica NY | August 2017 - September 2019

- Administered all phases of the desktop management systems for Windows and Mac computers, including computer upgrades and user data transfer
- Deployed patches and updates for operating systems and applications to computers in use as needed
- Trained team members in routine operations, including data migration and computer replacement
- Established contacts and conduct meetings with both our user community and other IITS professionals
- Maintained and updated servers utilized by Computer User Services
- Promoted a secure computing environment and ensured the computing environment complied with existing policies
- Worked closely with the supervisor and other team members to develop and implement operational goals that supported departmental success
- Contacted software vendors and partners to resolve issues quickly and efficiently

Utica College IITS | Desktop Support Specialist | Utica NY | September 2015 - August 2017

- Built application packages for deployment for both Mac and Windows
- Tested and planned for the implementation of upcoming operating systems
- Provided Level II and III support for the College community
- Provided AV and event support as necessary
- Maintained an inventory of technical equipment for the College community
- Maintained documentation for systems, software, and processes

Utica College IITS | Desktop Migration Intern | Utica NY | January 2015 - August 2015

- Trained User Services Assistants
- Scheduled appointments with faculty and staff members for computer replacements
- Created and managed images used in the deployment of faculty/staff/lab computers
- Installed and configured software used by faculty and staff members on campus

Utica College IITS | User Services Assistant | Utica NY | August 2012 - January 2015

- Provided technical support to users over the phone, via email, and in-person
- Delivered and assisted with technical equipment for classes, events, and meetings
- Performed maintenance tasks such as changing printer toner, restocking paper, and cleaning

M.A. Polce Consulting | Customer Information Center Engineer | Utica NY | August 2017 - November 2017

- Responded to inbound help desk telephone calls, emails and service tickets
- Provided proactive technical services by routinely conducting environment health checks for assigned clients
- Provided support for Windows Server 2003/2008/2012/2016 networks
- Performed user maintenance through Active Directory
- Maintained and created technical documentation
- Supported and maintained network equipment and backup technologies utilizing tape and disk-disk architectures

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- Remediated malware infections through the use of anti-virus and anti-malware applications

Certifications

- Jamf Certified Associate January 2019
- Jamf Certified Tech January 2019
- AWS Certified Solutions Architect - Associate 2022

Training

- Implementing and Managing Windows 10, New Horizons April 2017
- Windows as a Service: Planning Deployment, LinkedIn Learning June 2018
- Securing Windows Server 2016: Server Hardening Solutions, LinkedIn Learning June 2018
- Windows 10: Intune Device Management, LinkedIn Learning July 2018
- Learning Bash Scripting, LinkedIn Learning July 2018
- AWS Technical Essentials, AWS June 2021

Technical Summary

- **Hardware:** HP, Dell, Microsoft, Lenovo, Apple, Synology, Barracuda, Cisco
- **Software:** VMWare, Parallels, XenServer, Symantec Ghost Suite, UIU, Winrar, FileMaker, Lansweeper, Apple Remote Desktop, SCCM, Fog, MDT, Composer, Jamf Now/ Pro, PDQ Inventory and Deploy, ConnectWise, Continuum, Sophos, Wrike, Microsoft Exchange, WSUS, Azure, SQL, Citrix, Microsoft Intune, Addigy, Ironscales, Ninja RMM, GoDaddy, MailChimp
- **Operating Systems:** Windows XP/7/8/10, Windows Server 2008/2012/2016, macOS, Linux
- **Network Protocols:** TCP/IP, SMTP, WINS, DNS, SMTP, FTP, IMAP/POP3, NAT, 802.1x, DHCP
- **Languages:** Batch, PowerShell, Shell, Python, HTML, XML, FileMaker Scripting, Visual Basic

Additional Capabilities

- Excellent troubleshooting skills
- Strong interpersonal and communication skills
- Able to identify areas of potential change
- Able to solve problems in a time efficient manner
- Ability to guide and work with others