

# Cody KEATS

— your favorite tech guru —

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## Professional Experience

- **November 2018 - Present**  
**Field Technician - Systems Administrator - College of Charleston**  
Diagnose, repair, and purchase Mac, Linux and Windows software, hardware, and peripherals  
Educate, deploy, and support all management based campus software systems (SCCM, Jamf, etc)  
Manage/train/prepare Apple staffing certifications and Apple servers  
Manage and supervise Computer Science Department virtual machines and servers  
Manage, repair, and deploy 1500+ computers, computer equipment & lab equipment  
Develop & write knowledge based articles for internal/external users on campus
- **January 2018 - November 2018**  
**Information Technology Coordinator - Divine Dining Group**  
Troubleshoot, repair, and purchase all Windows/POS, hardware, and peripherals  
Manage all cloud based Windows/Linux servers and Point of Sale Systems  
Manage all hardware devices with Device Management System (Service Engine)  
Effectively Reply to all email, helpdesk, and phone calls in a fast-paced environment  
Manage computer equipment for 18 Restaurant Locations  
Manage computer stock and service equipment
- **January 2017 - December 2017**  
**IT Support Specialist - Burgeon Legal Group**  
Troubleshoot, repair, and purchase Mac/Windows software, hardware, and peripherals  
Manage all cloud based software systems (JAMF, Office 365, Clio, Dropbox)  
Effectively reply to support related email, helpdesk, and phone calls  
Manage computer equipment and software remotely in 20+ states  
Managing computer stock and service equipment
- **August 2012 - January 2017**  
**Certified Apple Technician - District Service Manager - CityMac**  
Oversee multiple store business to business/in-home/in-store repairs  
Effectively reply to support related email and phone calls fast-paced environment  
Manage Apple authorized service departments for 5 store locations  
Managed AASP stock and service equipment for 5 store locations  
Manage multiple store IT hiring, evaluation, and training  
Deploy, manage, and maintain 8+ Apple POS/GSX servers



## Education & Certifications

- **Apple Certified Macintosh Technician (ACMT)**  
2022 - 2013 Horry Georgetown Technical College, Conway, SC
- **Dell Certified Technician**  
2022 - 2019 Dell Technologies Education Service Online
- **MakerBot Curriculum Creator & Operator Certified**  
2021 Makerbot University Online
- **Jamf Certified Associate**  
2020 Jamf Online Testing Center
- **HDI Desktop Support Technician (HDI)**  
2019 College of Charleston, Charleston, SC
- **Apple Certified Associate - Mac Integration (MIB)**  
2015 Peasonyue Online Testing Center
- **Apple Certified Support Professional (ACSP)**  
2013 Computer Tree Training Center, Winston-Salem, NC



## Skills

Customer Support	● ● ● ● ● ● ● ●
Remote Support	● ● ● ● ● ● ● ●
End User Support	● ● ● ● ● ● ● ●
Hardware & Software	● ● ● ● ● ● ● ●
iOS, OS X, Windows, Linux	
Systems Administration	● ● ● ● ● ● ● ●
Help Desk	● ● ● ● ● ● ● ●
HTML	● ● ● ● ● ● ● ●
Electronic Repair	● ● ● ● ● ● ● ●
Networking	● ● ● ● ● ● ● ●
Email	● ● ● ● ● ● ● ●
Enterprise Servers	● ● ● ● ● ● ● ●
Time Management Skills	● ● ● ● ● ● ● ●
Comuncations Skills	● ● ● ● ● ● ● ●
Coding	● ● ● ● ● ● ● ●



## References

