Cody KEATS
your favorite tech guru

843-692-6626
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Professional Experience

November 2018 - Present
Systems Administrator - College of Charleston

Diagnose, repair, and purchase Mac, Linux and Windows software, hardware, and peripherals

Administer, deploy, and script all management based campus software systems (SCCM, Jamf, etc)

Manage and train Apple staffing certifications and Apple campus servers

Administer Computer Science Department virtual machines and servers (Linux & Windows)

Manage, repair, and deploy 1500+ computers, Windows & Mac based 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

Administer/deploy/script all cloud based O365, Windows/Linux servers, and Point of Sale Systems

Administer 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/server equipment for 18 restaurant locations

Design, manage, and implement IT Projects for 18 restaurant locations

January 2017 - December 2017
IT Support Specialist - Burgeon Legal Group

Troubleshoot, repair, and purchase Mac/Windows software, hardware, and peripherals

Administrator for JAMF, Office 365, Clio, and Dropbox

Effectively reply to support related email, helpdesk, and phone calls

Manage computer equipment and software remotely in 20+ states

Design, manage, and implement IT Projects for the firm

August 2012 - January 2017
District Service Manager - CityMac

Administer eastern 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 the eastern store locations

Manage AASP stock and service equipment for the eastern store locations

Manage IT staffing for eastern store locations (hiring, firing, evaluation, and training)

Deploy, manage, and maintain 8+ Apple based POS/GSX servers

Education & Certifications

Apple Certified Macintosh Technician (ACMT & IOS)
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 Suport 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

Skill	Level
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 Managment Skills	● ● ● ● ● ● ● ● ● ○
Comuncations Skills	● ● ● ● ● ● ● ● ● ○
Coding	● ● ● ● ● ○ ○ ○ ○ ○

References

Grayson Pike
Network Engineer
Roper Hopsital
843-697-6498

Ale Torres
IT Field Support Manager
College of Charleston

John Curtis
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Director of Mail Services
College of Charleston
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