

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 Pearsonvue 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



Networking



Email



Time Management Skills



Comuncations Skills



Coding



References

Emma Adcock
IT Coordinator
Pivital

513-808-5739

Ale Torres
IT Field Support Manager
College of Charleston

843-953-5313

John Curtis
Systems Security Engineer
College of Charleston

843-953-9251

Kenny Greene
Director of Mail Services
College of Charleston

843-343-5964

April Buffkin
Director of IT
Divine Dining Group

843-238-9381