

Diego Eduardo

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Education & Certificates

South Careers Institute	Online
Certificate, Software Development	January 2023
Ubiquiti	Hartford, CT
Certification: UniFi Full Stack Professional	June 2025
Framingham High School	Framingham, MA
Electives: Computer Science, Electronics, Web Design	2013

Experience

Connect United, Inc.	Westborough MA / Hybrid
Director of Information Technology	November 2023 – Present
<ul style="list-style-type: none">Implement and manage secure, scalable IT infrastructure across multi-site environmentsServe as sole IT resource managing all support across church, school, and childcareLead system administration, vendor management, and hardware/software upgradesRun low voltage projects (Cat6, SDI, AV installations) and manage VoIP solutionsMaintain Jamf and Intune MDM platforms, ensure device compliance and asset tracking	
Harvard Law School	Cambridge, MA
Service Desk Associate	January 2023 – November 2023
<ul style="list-style-type: none">Delivered Tier 1–2 technical support for 1,000+ faculty, staff, and students across Windows, macOS, and enterprise applicationsResolved hardware, software, AV, and network issues while maintaining SLA compliance via ServiceNowSupported onboarding/offboarding, account provisioning, and classroom/hybrid learning environmentsCollaborated with IT teams to escalate complex issues and improve service delivery processes	

Additional Experience includes: Loan Processor (CrossCountry Mortgage), Loan Coordinator (Guaranteed Rate), BDC Representative Manager (Woburn Toyota & Prime Honda), Sales Consultant (Bernardi Honda), and early roles in food service and retail.

Leadership & Activities

Connect Church	Ashland, MA
Production Director	June 2019 – Present
<ul style="list-style-type: none">Directed all live production (audio, video, lighting, livestream) for weekly services and special eventsRecruited, trained, and led a volunteer team to ensure consistent, high-quality executionMaintained and upgraded AVL systems, including digital mixers, cameras, and ProPresenterCollaborated with worship and media teams to deliver engaging, seamless worship experiences	

Skills

Development: HTML, CSS, JavaScript, SQL, MongoDB
Tools: Jamf, Intune, Microsoft 365, Adobe Suite, Figma
Audio: Pro Tools, Logic Pro X
Systems: Ticketing Systems, Asset Tracking, MDM's
Language: Bilingual – English & Portuguese

Interests

Videography, Simulations, Car Shows, Music, Gaming, UX/UI Design, Software Development