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| EXPERIENCEMacOS Engineer, Lancesoft/Zoox Foster City, CA  June 2024 - Present  · Design and engineer macOS systems adhering to client standards for optimal performance and stability  · Develop, engineer, and evolve macOS computer policies, configurations, and workflows  · Diagnose advanced issues arising during the integration of macOS with third-party hardware and software, conducting root cause analyses  · Collaborate with cross-functional teams to deliver macOS solutions that are not only reliable and secure but can also operate seamlessly at scale Mac/Jamf/Intune Endpoint Engineer, Gilead/Cognizant Foster City, CA  June 2022 - February 2024  · Conducted Mac Product training and knowledge transition to IT Support teams.  · Created policies, packages, and deploying software/updates.  · Supported Office 365, Virtual desktop/Virtual Machines, Microsoft Azure, TruU,  Norton VPN & network issues.  · Assisted with full lifecycle management of all Macs in Jamf Pro  · Administered Active Directory servers.  · Performed ongoing activity to remediate incorrect or incomplete enrollments, settings, and  configurations on managed productive Macs.  · Tested and configured new updates to Mac systems.  · Managed Macs in Apple Business Manager as a Device Enrollment Manager Jamf Transition Project Engineer, Mercedes/Infosys Santa Clara, CA  August 2021 - February 2022  · Led Jamf migration project for Sunnyvale California site.  · Changed the device management system to a cloud-based management server, from an onsite server.  · Configured and deployed an auto backup system so users would not lose any work while adhering to security internal security policies.  · Streamlined how new Mac systems are deployed, moved from an onsite image to a server-based image.  · Configured T2 security chipped MacBooks to properly work with the company's image.  · Maintained the office’s Apple device resources, working with vendors and other departments. System Admin, Percolate/Seismic San Francisco, CA  January 2020-January 2021  · Provided software asset management and IT asset management to the SF office.  · Used Jamf to create and update certificates and packages, while addressing security vulnerabilities  · Audio Video support - configuring and supporting zoom rooms, projectors and mixing consoles across multiple offices.  · Deployed and managed the office's networking infrastructure, as well as deployed and managed a fleet of Mac, Windows, and iOS devices.  · Provided support on SaaS & PaaS applications: Google Apps, Salesforce Sales  Cloud, Slack  · Maintained and implemented systems documentation and SOPs. Project Technician, Google San Francisco, CA  June 2019-January 2020  · Administered project to build a better support system for issues that require desk visits.  · Gathered metrics and outlined a more comprehensive approach to deploy a similar model across the  organization.  · Created and maintained tickets and bugs, provided comprehensive and relevant updates.  · Administered, managed, and maintained GSuite for office users.  · Led IT asset management for my department.  · Maintained and implemented systems documentation and SOPs. NOC Technician, Barco/Cinionic Sacramento, CA  January 2018-June 2019  · Monitor and provide remote support to Barco clients in a network operations center.  · Support clients over via CRM (Salesforce Sales Cloud)  · Processing Software licensing, contracts, Purchase orders and return merchandise authorization for critical issues in a time sensitive environment.  · Configured systems on proper domain, diagnosed and resolved hardware Senior Network Technician/Help Desk, Apple Cupertino, CA  November 2013-December 2017  · Provided help desk support in Apple software, hardware, and cloud-based products.  · Ensured quick resolution to escalated cases, including safety concerns, consumer law, complaints, and complex technical issues.  · Documented all issues and generated knowledge-based articles detailing common errors and emerging trends.  · Trained lower tier technicians in how to implement advanced troubleshooting skills.  · Installed and uninstalled software and hardware in Windows and Mac OS X System Administrator, Action Property Management Los Angeles, CA  May 2008-May 2013  • Maintained operations of all office technology systems• Configured new workstations and printers, installed operating systems, applications, and drivers, and configuring network properties.  • Conference coordination (purchasing and configuring telecommunicating hardware and software)  • Installed and helped manage a wide range of network equipment (switches, routers, access points &  repeaters)  • Configured and provided support for a wide range of printers, Audio/Visual systems, workstations &  VoIP (PC builds, memory upgrade, component replacement, conference room setup) | SKILLS • Mobile Device Management  • Jamf, Intune, SCCM, Kandji  • Scripting experience with Python & Bash  • User Training & Support  • Active Directory, LDAP, Okta  • Onsite & Remote Workstation support & Audio/Video support  • Windows 7/10, iOS, macOS, Linux  • Excellent verbal and written customer service skills  • TCP/IP concepts, DHCP  • Microsoft Office 365  • Troubleshooting & Issue Resolution  • Experience with various systems (Service Now, Zendesk, Salesforce, Jira)  • Desktop Support  • Help Desk  • Technical Support  • Computer Networking Certifications **Jamf 100 & 200**  **CompTIA A+**  **CompTIA Network+**  **Apple Certified Mac Technician**  **Microsoft Certified Professional** LANGUAGES English & Spanish |