

Julian Franco

Mac Support Technician

CONTACT

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EDUCATION

George Mason University

Fairfax, VA | 2004 - 2008

B.A. Communication - Media

Production and Criticism

CERTIFICATIONS

Jamf Certified Administrator

July 2018 / New York

Jamf Certified Technician

Nov. 2017 / New York

Apple Certified Mac Technician

May 2010 / McLean, VA

iOS Certified Technician

Aug. 2009 / McLean, VA

HOBBIES

filmmaker

photographer

DJ

EXPERIENCE

MAC SUPPORT TECHNICIAN

Showtime - New York, NY

Aug. 2014 - Present

- Test widely used internal applications across multiple platforms to identify, document, and escalate issues; collaborate cross-functionally to find resolutions
- Lead initiative to write, maintain, and consolidate technical documentation and resources into a centralized knowledge base, allowing technicians to quickly find resources and research known issues
- Package and deploy software, macOS updates, and security patches; design and run tests for each policy before deploying to 300+ Macs across company
- Support wide range of software and hardware issues including, O365, macOS, and Adobe apps; Resolve 600 tickets a year, with response time less than a day

DIRECTOR OF PHOTOGRAPHY / EDITOR

IT Girls Web Series - New York, NY

May 2019

- Worked closely with director to create storyboards and organize shot list
- Delivered high-level production value on short deadline with minimal budget and location limitations
- Organized and managed metadata of ~50 hrs of RAW footage
- Executed entire post-production workflow in Final Cut Pro and collaborated with team utilizing Frame.io
- Project chosen as part of NYC WebFest's 2019 Official Selection

TECHNICIAN

Apple - New York, NY

Aug. 2009 - Aug. 2014

- Led a team of 30 technicians to reduce repair turn around time, by 67% over 6 months
- Diagnosed and repaired hardware/software for 150+ customers per week while maintaining excellent customer satisfaction

SPECIALIST

Apple - McLean, VA

Nov. 2007 - Aug. 2009

- Conducted monthly workshops and personal trainings on Apple software, including Final Cut Pro