



Jeff Spaulding

IT Operations & Systems Administration
Los Angeles, California

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WORK EXPERIENCE

IT Generalist, Honey Science

Jun 2018 - Jan 2019

- Managed IT vendors, onboarded employees, & resolved tech requests.
- Implemented a cross-functional ticketing system and SaaS management.
- Designed & implemented a branch office network.

IT Generalist Contractor, Naughty Dog

Mar 2018 - Jun 2018

- Spearheaded the deployment of Windows 10 to over 200 studio PCs.
- Assisted with systems administration & DevOps tasks.

Systems Administrator, Headspace

Jan 2017 - Oct 2017

- Implemented IT service management (ITSM), single sign-on (SSO), mobile device management (MDM), cloud storage, & video conferencing.
- Owned employee onboarding, inventory management, & help desk.

IT Supervisor, Computer Graphics Master Academy

Sep 2015 - Dec 2016

- Implemented an Amazon Web Services (AWS) environment using EC2, LEMP servers, S3, Glacier, & CloudFront for web & media hosting.

IT Help Center Consultant, Cal. State University Northridge

Sep 2014 - Sep 2015

- Provided technical support to all students, faculty, and staff.

Student Computer Tech III, University of Maine

May 2011 - Aug 2014

- Provided technical support to all students, faculty, and staff.

EDUCATION

B.A. in New Media, University of Maine
2008 - 2013

SKILLS

Systems Administration

macOS, Windows, Mobile Device Management (MDM), Single Sign-On (SSO), Cisco Meraki, Slack, G Suite, Office 365, Jira, Confluence, etc.

IT Operations

Technical Support, Training, Documentation, Customer Service, Inventory Management, Onboarding & Offboarding, Budgeting, Audiovisual (AV), Computer Networking

Web Dev & DevOps

HTML, CSS, JavaScript, PHP, MySQL, Linux, Nginx, Git, Drupal, MODX

CERTIFICATES

Google IT Support Professional

VALUES

These are the values I live toward every day!

- Meaningful Impact
- Candid Integrity
- Persistent Curiosity
- Mindful Deliberation

