

Jordan Bauer

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PROFESSIONAL EXPERIENCE

IT Technician — The Polo Club of Boca Raton

Boca Raton, FL | 2023–Present

- Provide technical support for 400+ employees across a multi-building campus, resolving hardware, software, network, and account issues.
- Maintain and troubleshoot network infrastructure including switches, access points, VLAN configurations, and property-wide connectivity.
- Manage user identity and access through Active Directory and Microsoft 365, improving provisioning and access workflows.
- Support endpoint protection tools such as CrowdStrike and assist with general compliance monitoring.
- Use Endpoint Central, Atera, and Goverlan for remote management, patching, imaging, and system remediation.
- Experience with the Microsoft Teams Admin Center, including support during a migration from Cisco phones to Teams-based Yealink devices.
- Support iOS work phones and POS systems, Android digital signage devices, and Linux systems used in small technical projects.

Administrative Assistant— Rivero Real Estate Inc.

Miami, FL | 2021–2023

- Provided tier 1 IT support in a small office environment, resolving computer, printer, software, and basic networking issues.
- Assisted agents and staff with email setup, workstation troubleshooting, document tools, and daily tech needs.

- Referred walk-in clients to agents and supported routine office workflows.
 - Helped maintain documentation and simple troubleshooting guides.
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CORE SKILLS

- **Identity & Systems:** Active Directory, Microsoft 365, Group Policy
 - **Networking:** UniFi wireless, TCP/IP, DHCP, DNS, VLANs
 - **Device Ecosystems:** iOS & POS devices, Android signage, Linux (small projects)
 - **Endpoint Management:** CrowdStrike, Endpoint Central, Atera, Goverlan
 - **Virtualization:** Open-source hypervisors, VM deployment, snapshots, isolated test environments
 - **IT Operations:** Imaging, deployments, asset management, documentation
 - **Communication:** Collaborating with coworkers, assisting departments, cross-team coordination
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CERTIFICATIONS

- AWS Solutions Architect – Associate
 - AWS Cloud Practitioner
 - CompTIA Network+
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EDUCATION

B.S. in Economics — Florida State University
2021