

# JOSHUA NICHOLAS FRILING

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## TECHNICAL SKILLS

### OPERATING SYSTEMS

- *MacOS, Windows, Linux*

### IT SYSTEMS AND ADMINISTRATION

- *Google Workspace, Jira, Confluence, Slack, Microsoft 365, Zoom, 1Password, KnowBe4, Kandji (MDM), Apple Business Manager, Adobe, Okta, Jamf, Rippling, Twingate, Zscaler*

### AUTOMATION AND SCRIPTING

- *Bash, APIs, GAM, Docker, N8N, Zapier, MCP*

### IDENTITY AND SECURITY

- *Single Sign-On (SSO), SAML Authentication, EDR, IPS, Network*

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## PROFESSIONAL EXPERIENCE

### RAD AI | REMOTE | April 2025 – PRESENT

#### IT Support Engineer April 2025 – PRESENT

- Spearheaded the design and rollout of an onboarding tracking system, improving cross-functional coordination and reducing delays by ensuring IT setup tasks were visible and proactively completed.
- Built and deployed a scalable IT asset management platform in Asset Panda, improving audit readiness, lifecycle tracking, and reducing time spent locating or reconciling hardware across distributed teams
- Administered Jamf Pro and JumpCloud to manage macOS, Windows, and Linux endpoints, standardizing configurations and enforcing security policies across a fully remote workforce.
- Collaborated with People Ops and Security teams to streamline onboarding and offboarding via Okta, enhancing access control and reducing manual provisioning steps.
- Delivered high-quality support, minimizing employee downtime and surfacing systemic issues to prevent repeat incidents through documentation and process improvements.
- Standardized device provisioning and user access setup, reducing ramp-up time for new hires and creating a more secure and consistent onboarding experience.

### INFOTRUST | CINCINNATI, OH | April 2022 – April 2025

#### IT Specialist II: October 2024 – April 2025

#### IT Helpdesk Specialist I: September 2023 – September 2024

#### IT Helpdesk Associate: April 2022 – August 2023

- Developed and documented 30+ standard operating procedures (SOPs) for IT, streamlining employee onboarding, systems administration, and Help Desk workflows.
- Administered and optimized 10+ company-wide IT systems, ensuring seamless collaboration and security for 150+ employees using platforms like Google Workspace, Jira, Microsoft 365, etc.

- Led the end-to-end migration of hardware management from an external MSP to in-house operations, reducing costs by 87% and saving \$75,000 annually while improving asset control.
- Designed and deployed a zero-touch device onboarding process, automating software installation and reducing new employee device setup time from 2 hours to 15 minutes.
- Delivered Tier 1 - Tier 4 technical support for 150+ employees, troubleshooting password management, Apple Mac hardware, and IT security issues.
- Developed and implemented a company-wide device lifecycle management strategy for 200+ devices, optimizing asset tracking, upgrades, and retirements to enhance operational efficiency.
- Led the company-wide adoption of Atlassian products (Jira, Confluence, Jira Service Management), automating 20+ workflows and enhancing collaboration across teams.
- Managed and optimized the Jira Service Management-based IT Helpdesk, reducing ticket resolution time through automation and workflow improvements.
- Deployed and managed Docker containers on dedicated servers, leveraging N8N automation to streamline IT workflows, cutting manual processes by 50%.
- Automated IT administration tasks using Bash scripting, APIs, and GAM, improving security enforcement and reducing manual workload by 40%.

#### SELLYOURMAC | CINCINNATI, OH | October 2012 – April 2022

**Customer Service Representative Manager: 2016 – 2022**

**Retail Processing and Head Repair Manager: 2012 – 2015**

- Led and developed a team of customer service representatives and repair technicians, driving a 25% increase in positive customer feedback and maintaining a 99%+ satisfaction rating across retail and eBay platforms.
- Achieved and sustained Top-Rated Seller status on eBay through strategic customer engagement and optimized product listings, resulting in 10% year-over-year sales growth.
- Oversaw repair operations for 200+ Apple devices monthly, introducing diagnostic and refurbishing protocols that boosted resale profitability and ensured 100% on-time repair delivery.

#### **EDUCATION AND CERTIFICATIONS**

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##### **EDUCATION**

- *Holmes High School, High School Diploma, (Cum Laude, GPA: 3.7)*

##### **CERTIFICATIONS**

- *CompTIA A+*
- *CompTIA Network+*
- *CompTIA Security+*
- *ISC2 Certified in Cybersecurity (CC)*
- *Apple Certified Macintosh Technician (ACMT)*

**DETAILED REFERENCES AVAILABLE UPON REQUEST**