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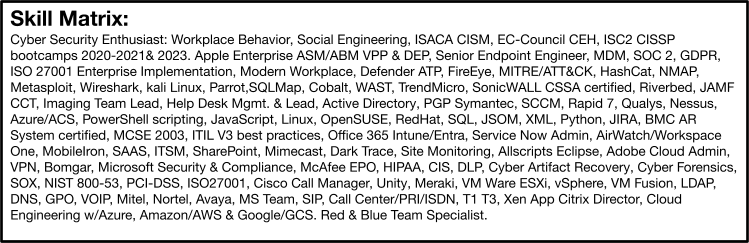
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richrobinson@u.northwestern.edu



**Education:**

2015- 2021: **Northwestern University**. Awarded 6 consecutive academic scholarships.

BS in Philosophy Science. Major: Communications, **Cyber Security Research & Forensics**

**Work Experience:**

**EC-United - Chicago, IL January 2025 – Present**

**Technical Infrastructure Engineer, Google Workspace Admin, MDM, Service Desk Operations**

* Oversee tools that support the agency’s IT infrastructure. Handle day to day operations for 4 sites.
* Implement and consult to procure new conference solutions for monthly team meetings using UC design for teams, zoom and google meet on VIBE boards.
* Acclimate, consult and implement new ISP solutions for sites lacking internet bandwidth; moving from a poor connection to a robust ISP to handle headcount and bandwidth needs at 2 sites.

**UI Health University of Illinois Chicago - Chicago, IL November 2023 – June 2024**

# Senior Endpoint Engineer, Workspace One Architect, MDM, Telecommunications, Service Desk Operations

* Responsible for all end points in academic hospital make up consisting of managing 2000 registered Apple devices in AirWatch. Make up of MDM is Ground Control Imprivata, RFID, badging identity management across Active Directory via LDAP.
* Project managed and engineered GME [Graduate Medical Ed] resident doctor program successfully delivering union contracted iOS fleet of 1000 Apple devices to the environment. Initial cyber security controls managed with TrendMicro & CrowdStrike endpoint solution.
* Project managed 60 Zebra Android Steris SPM mobile devices built for 8 surgery units barcoded database handling check in and check out. Upgrades completed with WinTel make up VMware/VSpere virtualization of service application nodes. Upon build for Android OS hardened devices with VUL testing. Managed 5 Linux w/Apache bridge to WinTel Connections to Surgical Database.
* Successfully resolution of service desk telecommunication and mobility incidents and request with customization of iOS builds for departments including automation scripting, Intune O365 integration with SSO across Workspace One MDM. Introduced and PEN tested build collaborating with cyber security team implementing cyber toolkits for the new iOS Phone 15 fleet of 1000 new devices successfully to production for all resident doctors at UIC Hospital and campus.
* Managed CipherRounds rounding patient app UX/CX introducing SSO with cyber security compliance, PEN testing vulnerabilities on 584 devices.

**TekSystems contract: RUSH University Medical Center - Chicago, IL January 2023 – June 2023**

# Senior Endpoint Engineer, Enterprise Architect JAMF, MDM / Mobility Management, Executive Support

* Managed onsite & remote HQ Service Desk operations, supervising IT FTE & contractor support team of 6 in a large hybrid university & hospital network environment consisting of managing 9000 registered Apple devices in AirWatch.
* Implemented improvements to the ticket management system in Service Now introducing VTBs, dashboards and other measurable metrics. Constructed an SOP for enterprise implementation of 500 MacOS and 3000 iOS devices.
* Successfully caught up a 12 month back log of outstanding untouched IT cases at hospital bringing an improved customer service queue up to date in first 3 months of work. Conducted cyber security data recovery and forensics for service level 3 cases using DLP.
* Managed launch implementation engineer solution migration from AirWatch on Apple to JAMF + Intune + Azure AD environment to POC [proof of concept] to production enhancing security and provided full supervision and other features to work on devices to be CIS, HIPPA, NIST 800-53, DLP [data loss prevention] & RUSH corporate policies compliant. Hardening of Mac OS cyber security framework via Beyond Trust, CrowdStrike & MSFT ATP.
* Piloted Engineering the Apple OSX [Desktop, Apple Applications, MacBook & iMac] imaging process for all RUSH via Apple School Manager + JAMF + Intune + Azure AD + Active Directory deployable from purchase to consumer, zero-touch remote delivery or in house JAMF enrollment imaging set up in POC to deliverable spring 2023. New tools implemented with automation process removing MSFT ATP and pushing CrowdStrike to 500 Apple devices MacOS.

**Randstad contract: Fortune Brands - Deerfield, IL March 2022 – December 2022**

# Endpoint Engineer, Service Desk & Operations Lead, Enterprise Architect JAMF, Crestron/Poly AV Implementer, Executive Support Specialist

* Managed onsite & remote Corporate HQ Service Desk operations, supervising IT contractor support team of 3 for hybrid environment consisting of Windows 10, Apple OSX, iOS, Android, iPad, 22
* Upgraded & installed the IT design of AV Poly + Crestron + MS Teams conference rooms. Rooms were then managed via SCCM, Beyond Trust, TrendMicro server management tools. Pexip middleware used for zoom + teams hybrid rooms. AV conference rooms ran on either MacOS or Windows platforms.
* Managed implementation of Apple JAMF + Intune + OKTA MDM environment that is in POC [proof of concept] to enhance security and provide full supervision and other features to work of devices to be CIS & FBHS corporate policies compliant. Products such as JAMF, CrowdStrike, TrendMicro and Intune all were implemented from POC to production for 300 endpoints.
* Managed all engineering and testing aspects of all Apple mobile devices for the enterprise to move from POC into production for 300 devices that included hardening under a CIS framework discipline with TrendMicro and Qualys and CrowdStrike. Vulnerability testing completed as part of a new platform introduced to production.
* Pilot Engineering the Apple OSX [Desktop, MacBook & iMac] imaging process for all FBHS corporate which is Apple Business Manager + JAMF + Intune + OKTA deployable from purchase to consumer, zero-touch remote delivery or in house JAMF enrollment imaging set up in POC to be deliverable Fall 2022. Customized Bash/Linux scripts for zero-touch service delivery for onboarding remote employees.
* SPOC IT support liaison for all executives at FBHS corporate and 13 additional divisions, handling c-suite level delivery of IT services as needed. Successfully recovered data conducted cyber security forensics for C level execs.

**Caterpillar - Chicago, IL September 2019 – August 2020**

# Endpoint Engineer, IT Site Operations Manager, Enterprise Implementation Architect JAMF, Cyber Security, Executive Support Specialist

* Lead & Manage Daily IT for CatDigital & Analytics hub overseeing office equipment, contractor supervision & vendor management function but not limited to computer end users [PC, MacBook, iOS, Andriod & Linux], MDM Intune, accessories, workstations, digital signage & AV Conference equipment and huddle rooms AV gear.
* Led global initiative from the CAT Digital Hub HQ on cyber security vulnerabilities using Microsoft Security & Compliance, Nessus, FireEye, NMAP and Wireshark & as conduit to CAT India operations center reporting to senior management on project progress, also PMO for a TLS Server hardening project including around 600 Windows Servers.
* Provided Executive IT support to all Caterpillar leadership at the Cat Digital Hub Chicago acting as white glove for this facility to address all of the exec IT needs such IT procurement, tech support, facility needs and primary for all conference AV support on crestron platforms, Cisco web presence, MS Teams & Zoom rooms capable.
* Managed IT & Handle global meetings internal/external with Chicago as hosting quarters. As the AV Lead Technical, overseeing all conference connections and configuration changes as needed.
* Global consultant for project implementation process for Apple JAMF enterprise & architecture make up, advising on the infrastructure & design of management, policies of Apple MacBook while leading O365 rollout for the Apple/Mac CX. 1000 devices OSX. Worked with endpoint tools JAMF, Bit locker, FV2, Beyond Trust for securing with automation.
* Congruently managed SCCM + Identity management tool kits to marry with JAMF architecture for zero touch / touchless remote builds of images.
* Managed 4 projects: HR Kronos, Apple Workstation design for new 14th floor expansion, WIFI broadcasting intervention and supported 2019 executive leadership summit at McCormick Plaza.
* Awarded work recognition for leading the operational part of the 14th floor expansion at the Chicago office embarking growth of double the size 6 months to a 250-person 14th floor expansion from Cat Digital hiring boom.

**Smith’s Group LLC - Chicago, IL December 2015 – September 2019**

# Endpoint Engineer, Service Desk & Operations Lead, Enterprise Architect JAMF, Crestron/Poly AV Implementer, Executive Support Specialist

* Project management resource successful to pilot test then assist in migration to Office 365 for 30,000 mailboxes from an on-premises mail server to an external O365 provider. Bit Titan MigrationWiz tool used as need to rescue failed batches, recovery of missed merged archives specifically for the executives. Closure of project included hardening of Microsoft Office Suite. Endpoint automation process introducing PowerShell to harden devices once 365 installed.
* Globally managed server cluster for endpoint encryption systems as key PGP administrator for whole disk encryption, encrypted messaging for Americas and back up support for APAC and EMEA on Linux server backbone. Successfully upgraded and migrated encryption experience from PGP to MBAM [ Microsoft Bit locker Admin Management] using a mass migration PMP discipline for 12,000 nodes in 4 continents.
* Lead Americas mobile administrator and vendor relations via Mobile Iron MDM on iOS mobile device management] handling research and development for new applications to mobile devices and pilot testing for CIS compliance, encryption, VPN and O365 for mobility applications after migration to O365 / Exchange off premise solution for 1500 devices.
* Successfully developed endpoint management structure for all Apple products, thereby implementing a new service line as lead server administrator for Apple estate architecture for Smiths Group across five functional divisions of the conglomerate. This effort included a PMO role that followed the following disciplines (CIS, DLP, HIPAA, SOX, NIST 800-53, GDPR, SOC 2, Cyber Security Recovery & Forensics plan). Toolkit consisted of BitLocker, PGP Symantec, FireEye, Rapid 7, Beyond Trust & Alien Vault.
* Hardware and Software applications management duties with Image Build, patching for PDC/BDC cluster couples with SCCM console engineering, implementing policies and configurations; promoted to endpoint engineer then led setting policy and procedure via Casper JAMF Systems for 100 executive or specialization personnel. Developed relationship with Apple Business Services setting divisional asset tracking for all Apple computers globally. 400 Devices OSX.
* Lead NA continent member of image build for all Microsoft endpoints while lead point person of JAMF architect build from ground up.
* Service Desk Operations Expert fielding and resolving average 100 tier 2/3 level requests from John Crane Division and other Smiths Group divisions as needed: focused primary on executive support using PowerShell Research & Development for new ways of automation to manage endpoints with tools TrendMicro.
* Successfully stabilized John Crane Headquarters as onsite systems support lead accumulation $80,000 in savings in one fiscal year. This task included upgrading conference rooms on Crestron + Poly set up with MS teams & Skype.
* Managed IT budget quarterly spend set at $12,000 per quarter or less; met in each quarter for duration of employment.
* Expertise in executive client services direct support to 30 executives, 10 directors and 50 administration staff provided without any major incidents since position attained. Cyber security forensic and artifact recovery cases managed for C level executives. Deployed Laptops from imaging research development to production to lead VP executives successfully from Win7 to Win10 including O365 deployment.
* Designated as key support technician on task team accountable for global migration rollout for QAD successfully launching 3 sites as lead liaison for technical support of all IT matters related to migration in Tulsa, Chicago & Morton Grove.

**Grant Thornton International - Chicago, IL November 2014 – December 2015**

# Technology Support Specialist, Systems Admin, AirWatch MDM, Web Development, Security Monitoring, Help Desk Office 365, Azure domain administrator for GTI handling all account management and implementing O365 E3/E5 accounts. This included a MS Lync, Exchange Online / On premise mailbox other messaging management for est. 1000 mailboxes.

* Leverage migration support using scripts via Azure PowerShell for Exchange issues tracking actions via ServiceNow and Microsoft support tickets interacting with MSFT engineers across all of GT enterprise. SCCM management duties as assigned for endpoint builds.
* Manage Service Desk Global Operations with an international team supporting 140 member firms globally. Active Directory administration for global intranet called GTInet providing access, onboarding/offboarding, triage of connection and permission issues resolutions provided successfully at 99% customer satisfaction rate.
* Systems Administration & SME for Service Now, Implementation of Service Design & Strategy for ITNL instance. Responsibly completed the 2015 iPhone 6 AirWatch MDM device refresh project for 300+ iOS devices nationally.
* Remote and desk side support provided to C-Level colleagues, partners, directors, managers, and administration across the globe in over 30 different countries. Assisted with live webinar feeds as needed for AV conference rooms.

**PrimeLogic Partners contract: CTCA aka City of Hope - Zion, IL June 2013 – May 2014**

# Clinical Support Analyst, Endpoint Security McAfee EPO, Mobile iron MDM Desktop Admin [contractor]

* Successfully held key IT position of regional hospital supporting several projects: PC Refresh 1000+ units, EMR [Electronic Medical Records] upgrade, asset inventory consolidation, print services risk management. Successfully managed and on boarded 1 support analyst and 2 desktop support techs
* Manage wireless device connectivity via Mobile Iron MDM on iOS for leadership and all doctors and lead medical staff of 100 faculty at CTCA Chicago devised of Cisco technologies and upgraded zones with 3rd party vendor.
* 99.5% SLA grade maintained while in position with stable productivity using BMC Remedy system. System
* Administration provided for Microsoft Active Directory, MS Exchange, MS Lync [retired Sametime], McAfee EPO / FDE / AV agent, Cisco Call Manager and Unity Connection, MobileIron MDM, Salesforce/CRM
* Obtained 4 performance awards since start date including an award from AVP of General Services
* Successfully recovered data for c-level executive using InfoSec artifact and forensic recovery.
* Recently conducted and completed RND project introducing the Google Glass prototype to CTCA doctors and consulted the device procedure HIPAA & SOX compliance to be utilize in surgery and cancer research.

# Softpath contract: Abbott Laboratories - Abbott Park, IL December 2011- March 2013

# Systems Specialist: Help Desk Analyst, Production Support

**Topology:** Forefront Identity Management, Active Directory, Mainframe Server Farm, Unix, Domino/Lotus, MS Exchange,

**US ARMY– Various Locations Globally and CONUS. June 1990 – August 1997 Communications Controller. MOS: 31K, 31V 31U: Various decorations awarded in these roles. Top Secret Clearance help until 2003. Cryptosecurity / Mobile radio focused and comm security controls.**

# Education & Reference:

* 2015- 2021: **Northwestern University** GPA 3.4, Awarded 6 consecutive scholarships.

Degree: Bachelor of Science in Philosophy. Major: Communications & Cyber Security Research

* 1997 to 1999 **DeVry University**, GPA 3.0

Major: Business Information Sciences & Computer Information Sciences.

* 1992-1993: **US ARMY SIGNAL CORPS**: Honors Graduate. 31 Series Communications Controller. Top Secret
* 2023: **ISC2 CISSP** boot camp in preparation to pass exam. Expected completion Fall 2023.
* 2021**: EC-Council CEH** 1 month boot camp completed. Focus on Cyber Security Forensics.
* 2021**: ISACA CISM** 1 month boot camp completed. **Cyber Framework concentration.**
* 2006: **Microtrain Microsoft MCSE 2003** 6-month program completed. Exam Passed; certification expired 2009