

# Will Worland

Merced, California, United States

[wworland@gmail.com](mailto:wworland@gmail.com)

[linkedin.com/in/willworland](https://www.linkedin.com/in/willworland)

## Summary

Hi, I'm Will!

I've been fascinated by radio frequency since before I can remember. I guess it all started with taking apart radios, phones and walkie-talkies as a kid growing up in the 80's. From closed system RF & CATV, to IP Networking, WiFi, CDMA, GSM, & LTE and the devices that transmit and receive them, I love it all.

Today I'm just as disruptive, but in a much cooler way. I build and maintain scale-able, hardened platforms that secure and manage the mobile phones, tablets and laptop computers that drive today's most innovative technologies.

I absolutely love working at companies where I am surrounded by talented people, and cutting edge technology. I've had the great pleasure of working for some of the best companies in the world. I cut my teeth in RF as a System Tech at TCI Cablevision (now Time Warner) before the birth of the internet. Since then I've worked for Nortel Bay Networks, Samsung, Apple, Honeywell, Southwest Airlines and Uber. Now I work for Enterprise Holdings as an Engineer III on the Field Mobility Services team where I get a chance to work with a huge fleet of devices and help lead a great team of engineers, doing some really cool stuff in a fun industry!

When I'm not at work, I'm chillin' at home with my wife and kids, watching or reading urban/sci-fi fantasy, camping or teaching myself something new. I'm currently learning Python, Ruby, Chef, Puppet & Jekyll/Liquid/Markdown. I'm also an armature DJ & voice-over performer specializing in Audio Books.

I'm always interested in connecting with cool people who like to do fun stuff with computers. Reach out and tell me what you're working on, maybe we can learn from each other!

## Experience

### **Engineer III - Field Technology**

Enterprise Holdings

Apr 2019 - Present (3 years 5 months +)

- ✦ Thought & Practice Leadership
- ✦ Mentor & Coach Junior Engineers
- ✦ Develop and engineer secure mobile solutions for internal customers
- ✦ Evaluates new hardware and software for use in mobility programs
- ✦ Manage security updates for Android OS, Internal & Public Applications
- ✦ Automates EMM Functionality - API, HTML, CSS, JS, Powershell, Python, Django, Jenkins, Artifactory
- ✦ Android Enterprise / Managed Google Play SME
- ✦ Documentation SME / SCRUM Master

### **Mobility Consultant**

## Ascent Services Group

Feb 2019 - Mar 2019 (2 months)

- ✦ Short term consulting project.
- ✦ Ivanti Wavelink Avalanche MDM + Zebra TC51 Android Devices
- ✦ POS App Deployment
- ✦ Provided a plan for successful deployment and ongoing management of devices for the program.

## Mobility Consultant / EMM Platform Engineer / Systems Engineer

Available for Contract or Hire

Jan 2019 - Feb 2019 (2 months)

Available for immediate hire:

Have Computer, Will Travel! Willing to re-locate!

### Technical Skills

- ✦ VMWare AirWatch Enterprise Mobility Professional
- ✦ MobileIron Certified Administrator (100)
- ✦ MobileIron Certified Sentry & Security Specialist (100)
- ✦ CodeAcademy - Python, Ruby, Git, Shell
- ✦ Apple Certified Trainer (iOS, MacOS, T1 & T2)
- ✦ EMM Platforms - AirWatch, MobileIron, Soti, MaaS360, InTune, BES, Good, Citrix
- ✦ Operating Systems - Windows, MacOS, Ubuntu, iOS, Android, Windows Mobile, WinMo Legacy
- ✦ Messaging - Exchange, O365, GSuite, Lotus Notes/Domino/Traveler, IMAP, POP
- ✦ Server Technology - Windows Server 2008+, IIS7+ CentOS, Apache, AWS, vMWare vCenter/vSphere, - Oracle VirtualBox
- ✦ Productivity Platforms - Atlassian Suite (Jira, Confluence, Stash/Bitbucket), GSuite, Lotus Domino/Notes, Phabricator, MS Office



## EMM Client Platform Engineer

Uber

Aug 2017 - Jan 2019 (1 year 6 months)

- ✦ Mobility Thought Leadership
- ✦ Mobile Platform & Device Security Engineering
- ✦ AirWatch Architecture & Engineering
- ✦ Samsung KME Administrator
- ✦ Apple DEP Administrator
- ✦ EMM Analytics, Insights, Intelligence, & Reporting
- ✦ EMM Automation & Python API Development

## E-Commerce & IT

Metro Vapors, LLC

Jan 2015 - Aug 2017 (2 years 8 months)

- ✦ Design & Manage Volusion E-Commerce Website
- ✦ Migrate Volusion site to BigCommerce - Full re-design.
- ✦ Manage all IT equipment, PC's, Mac's, iPads for POS (Square)
- ✦ Manage POS system (Square)
- ✦ Handle shipping and fulfillment

- ✧ Handle customer service and returns
- ✧ Manage marketing programs and loyalty systems (FiveStars)



## **Consulting Engineer - Enterprise Mobility Foundation**

### **Genesis10**

Nov 2016 - Jul 2017 (9 months)

Consulting Engineer deployed to Southwest Airlines Enterprise Mobility Foundation Team

Responsible for:

- ✧ Consulting on all EMFT Projects
- ✧ Architect & deliver EMM solutions to solve various business needs
- ✧ Android / Android for Work / G Suite - SME
- ✧ Consult on hardware solutions
- ✧ Consult on software / application solutions
- ✧ Enterprise Application Signing
- ✧ Troubleshooting high severity (T4) EMM problem reports



## **Mobility Applications & Support Engineer**

### **Liquid Environmental Solutions**

May 2016 - Nov 2016 (7 months)

- ✧ Liquid Enviro is the first customer to Integrate PeopleNet & SOTI MobiControl
- ✧ Brought on board to oversee integration and prepare Soti MobiControl Platform for management of ~300 Fleet Service Vehicles Nationwide.
- ✧ Full Implementation and Run Book documentation
- ✧ Coordinates with service network for PeopleNet systems install and repairs



## **Solutions Engineer - End User Computing - Mobility**

### **Copart**

Sep 2014 - Dec 2014 (4 months)

Global Mobility Initiative

- ✧ Research and recommend standard device platform and selection
- ✧ Research and recommend standard MDM platform
- Campus WLAN Upgrade
- ✧ Review existing WiFi Infrastructure
- ✧ Perform site audit and submit to vendor for heat mapping
- ✧ Research and recommend standard AP offering
- ✧ Research and recommend controller deployment
- Vendor Management
- ✧ Work daily with Wireless Service Providers to identify best service needs for company
- ✧ Work regularly with hardware vendors to ensure company has best matched hardware



## **Mobility Solutions Engineer**

### **Enterprise Mobile**

Dec 2013 - Sep 2014 (10 months)

On-site MobileIron Administrator and Solutions Engineer with major retail customer.

- ✧ Manage and maintain 10k licensed on premise MobileIron implementation with Lotus Traveler, Sentry, Atlas, & Assemble.

- ✧ Manage and maintain Wavelink Avalanche implementation of ruggedized Honeywell & Motorola/ Symbol RF Scanners.
- ✧ Certificate creation and management
- ✧ Profile scope, design & implementation
- ✧ Develop and document configurations on a range of iOS and Windows Mobile device platforms.
- ✧ Innovation research & implementation

Internal work

- ✧ AirWatch Administrator
- ✧ Documentation
- ✧ Lab & Support staff training
- ✧ Innovation research & implementation

enterprise  
mobile

## MDM Engineer

Enterprise Mobile

Oct 2010 - Dec 2013 (3 years 3 months)

- ✧ Multi-Client Help Desk for Mobile Devices Tier 2/3 Functional Lead
- ✧ Support mobile end user clients and agents with devices ranging from Windows Mobile 5/6 Pro, Windows Phone 7/8+, Blackberry, iOS, & Android
- ✧ Administrator for multiple MDM environments.
- ✧ AirWatch, Mobile Iron, Soti MobiControl, & Afaria
- ✧ Manage BES for multiple clients
- ✧ Manage ACS & Active Sync Exchange account deployments for multiple clients
- ✧ Functional Lead – Knowledge Management
- ✧ Install, Design & Admin: EMKB – KBPublisher Hybrid

## Head Nerd

Your Personal Nerd

Dec 2007 - Oct 2010 (2 years 11 months)

- ✧ PC/Mac troubleshooting and repair
- ✧ Home Networking
- ✧ Mobile Phone troubleshooting and repair

## VOLT Certified Apple Trainer / Facilitator

Volt Information Sciences

Mar 2009 - Aug 2009 (6 months)

- ✧ Apple Certified Trainer / Facilitator
- ✧ iPhone T1/T2 and CPU T1 Curriculum
- ✧ Deliver powerful and relevant 3 week curriculum to a class of 25 iPhone and CPU agents.

## VOLT PHP Developer - Helpdesk IS&T

Volt Information Sciences

Jan 2009 - Mar 2009 (3 months)

- ✧ Re-Design of web based IT Ticketing system
- ✧ Softphone SME
- ✧ Troubleshoot and fix agent iMac and portable systems

- ✧ Administer Jabber server via Openfire Admin
- ✧ Troubleshoot hard line telephone issues
- ✧ Manage network configurations across multiple IDF's
- ✧ Set up Bonjour Print Services.

## **VOLT Sr. Tier 2 Lead**

### Volt Information Sciences

Oct 2008 - Jan 2009 (4 months)

- ✧ Supervise a team of 15-20 Tier 2 iPhone technicians
- ✧ Act as 1st point of contact for technical support to the agents
- ✧ Coach agents on soft skills, tech skills and procedure
- ✧ Monitor and score agent calls
- ✧ Develop employees who show an interest in forward movement
- ✧ Report weekly metrics and customer satisfaction scores.

## **VOLT Lead Technician**

### Volt Technical Resources

Sep 2008 - Oct 2008 (2 months)

- ✧ Supervise a team of 40 iPhone technicians
- ✧ Act as 1st point of contact for technical support to the agents
- ✧ Coach agents on soft skills, tech skills and procedure.
- ✧ Monitor and score agent calls.
- ✧ Develop employees who show an interest in forward movement.
- ✧ Report weekly metrics and customer satisfaction scores

## **Nightclub Manager/ Bartender / DJ & Karaoke Host**

### Rockin' Ivories

Jan 2008 - Jul 2008 (7 months)

- ✧ Manage day to day bar operations
- ✧ Manage bar staff, entertainment and sound system
- ✧ Tend bar, Serve Customers and provide customer service
- ✧ Digital DJ for dance crowd – Top 40, Hip Hop, Old School, Trance, House, Dance, Rock
- ✧ Host 3 weekly Karaoke Shows, Sing & Perform for audience

## **Technical Consultant**

### Your Personal Nerd

Jul 2007 - Dec 2007 (6 months)

- ✧ Consulting for small businesses and individuals
- ✧ Marketing plans
- ✧ Websites
- ✧ Graphics/Logos
- ✧ Home networking

## **ASSA ABLOY Technical Support**

ASSA ABLOY Global Solutions | Hospitality

May 2007 - Jul 2007 (3 months)

✧ Support for Hotel Door Locks, Security Door and Keycard systems.



## **Contact Center Operations Specialist / Strategic Project Manager / Telephony Administrator**

Samsung Mobile

Sep 2004 - Oct 2006 (2 years 2 months)

✧ Support the Level 2 STA Contact Center IT systems, applications, telephony and equipment.

✧ Manage projects relating to the Contact Center, such as HQ directives, new systems and applications, and processes.

Projects:

✧ SAP CIC design and implementation

✧ Sum Total LMS / LCMS design and implementation

✧ Service Web Portal Design and implementation

✧ SKP (Samsung Knowledge Portal) design and implementation

✧ ARS (Automated Response System) FAQ design and implementation

✧ Contact Center telephony reporting package (Samsung Data View implementation and management.

✧ Voice Self Service research and implementation

✧ GPPM (Global Policies and Practices Manual) Admin. Ensure that the Contact Center GPPM is up to date, and that all personnel are certified on the policies and procedures.

✧ PVI (Product Value Innovation) Contact Center Business Champion

✧ Responsible for bringing innovative changes to the Contact Center environment that positively impact the business.



## **Wireless Terminals Technical Training Specialist**

Samsung Mobile

Sep 1999 - Oct 2004 (5 years 2 months)

✧ Develop and administer powerful ILT, CBT & WBT training seminars and courses.

From first, second, and third level support, to understanding CDMA, AMPS, and GSM networks for new hires and continuing education for existing employees.

✧ Create a "ground-up" Practices, Policies and Procedures Manual.

Write each document, enter it in to a document control database that I created specifically for the function of maintaining revision control, and issue those documents to the Support Team. Administer training for the new policy, practice, or procedure, if needed.

✧ Co-Manage a third party outsource project.

The project was designed to handle first level inbound technical support calls, to ensure second level's focus on a higher level of technical assistance.



## **Level II Wireless Support Technician**

Samsung Mobile

Sep 1998 - Oct 1999 (1 year 2 months)

Support end-users, dealers, and carriers via telephone, with Samsung Wireless Handset questions (troubleshooting problems)

Assist dealers and carriers with programming and troubleshooting network issues, such as, compatibility with handset and design



## **Driver / RF Tech**

Nortel Networks

Jun 1998 - Sep 1998 (4 months)

- ✦ Test and troubleshoot Dallas / Ft. Worth Sprint PCS Network with team of engineers
- ✦ Collect and optimize data from field tests using GPS, Grayson, RF Optimizer and Surveyor 32 Software
- ✦ Site Audits, and Drive testing

## **Education**

### **The Internet**

May 1994 - Present

### **codeacademy.com**

Python, Computer Programming

2018 - 2018



### **Collin College**

None, Wireless Telecommunications

2002 - 2002

Studies in the history of wireless telecom and applied calculus.

### **Apple Inc.**

Certificate, iPhone/CPU

2009 - 2009

Apple Certifications in:

- Tier 1 and Tier 2 iPhone Technical Support
- Tier 1 and Tier 2 iPhone Trainer
- Tier 1 CPU Trainer

## **Licenses & Certifications**



### **MobileIron Certified Administrator (100 Series) - MobileIron**

Issued Sep 2013 - Expires Sep 2014

1231789542



### **Sentry Authentication and Security Specialist - MobileIron**

Issued Oct 2013 - Expires Oct 2014

1237694847



### **Certified Apple Care Trainer - Apple**

n/a



### **VMWare AirWatch - Enterprise Mobility Professional - VMware Workspace ONE**

Issued Feb 2017 - Expires Feb 2018



**VMWare AirWatch - Enterprise Mobility Associate - VMware Workspace ONE**

Issued Feb 2017 - Expires Feb 2018



**ACN - Mobile Technical Competency - Apple**



**Soti Academy v14.0 - Complete Series - SOTI**

Issued Apr 2019 - Expires Apr 2020



**Android Enterprise Architecture & Implementation - Google**

Issued Feb 2020 - Expires Feb 2021



**Soti Academy - SotiOne - v15 - Expert - Complete Series - SOTI**

Issued Oct 2019 - Expires Oct 2020

## **Skills**

Enterprise Mobility Engineering • Client Platform Engineering • Automation • Systems Engineering •  
Information Technology • Mobile Technology • Mobile Devices • Infrastructure • System Administration  
• System Deployment