Trevar Hupf

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EMPLOYMENT HISTORY

Jul 2021 — Feb 2022   **IT Support Engineer, Hopin**   Remote

Responsibilities

- Responsible for laptop procurement at a fully remote and global company.
- Managed new hire on-boarding for a rapid growth SAAS startup.
- Provided Mac, Windows, and Linux support.
- Excelled in MDM administration using Jamf and Intune.
- Leveraged expertise in Google Workspace administration.
- Excelled in SAAS administration (Jira, Slack, Miro, Asana, Crowdstrike, etc.).
- Provided IT Support for multiple time zones (Jira Service Desk).
- Automated manual tasks using Python and Powershell.

Achievements

- Formulated creative solutions for procuring hardware globally.
- On-boarded hundreds of employees rapidly and successfully.
- Solely responsible for end-user support on the Pacific Timezone.
- Maintained a 4.97/5 end-user satisfaction rating.
- Consistently met SLAs for ticket response and completion.
- Contributed to multiple large scale IT projects.

Feb 2021 — Apr 2021   **Desktop Administrator, Convercent**   Denver, CO

Responsibilities

- Handled end-to-end PC and Mac laptop administration.
- Entrusted with Sharepoint and Teams administration.
- Managed Office 365 and Azure AD administration.
- Excelled in MDM administration in Endpoint Manager (Intune) and Jamf.
- Automated manual tasks using Powershell and Power Automate.
- Hands-on experience with SSO and MFA administration.
- Excelled in SAAS administration (Jira, Slack, Zoom, RingCentral, and Box).
- Managed Help Desk (Jira Service Desk).

Achievements

- Designed and automated on-boarding processes.
- Improved zero touch Windows deployment using Intune.
- Responsible for fully encrypting all PC endpoints.
- Solely responsible for Help Desk.
- Maintained a high level of employee satisfaction.

Dec 2014 — Feb 2021   **Hardware Solutions Engineer, Four Winds Interactive**   Denver, CO

Responsibilities

- Responsible for Windows image creation and deployment.
- Administrated Windows Server 2012 R2 deployment environment.
- Automated configuration and imaging tasks using Powershell and batch scripting.
- Responsible for testing, documenting, and presenting hardware certifications.
- Formulated quality test cases and protocols.
- Automated hardware test protocols and procedures.
- Resolved customer and internal hardware escalations.
- Supported sales with hardware inquiries.

Achievements

- Promoted four times during tenure.
- Team leader.
- FWI hardware expert.
- Solved multiple complex Hardware escalations.
- Designed and implemented a number of large hardware solutions across multiple states.
- Improved imaging processes for large scale deployments.

CERTIFICATION

Feb 2020	CompTIA A+, CompTIA
Feb 2021	AWS Certified Cloud Practioner, Amazon
Oct 2021	Google IT Automation with Python, Coursera
Nov 2021	Learn Python 3 , Codecademy
Feb 2022	HTML/CSS/Github , Codecademy
Mar 2022	Google System Administration and IT Infrastructure Services , Coursera

EDUCATION

Aug 2009 — May 2013   **Red Rocks Community College**   Golden, CO

58 credit hours of programming, security, and information technology courses.

SKILLS

OSs - Mac, Windows, Linux	Powershell
Google Workspace (GSuite)	Python
Office 365	HTML/CSS/JavaScript
MDMs - Jamf and Intune	Scripting and Automation
IDPs - AAD and OneLogin	Git
IT Support / Administration	Command Line and Terminal
ITIL	HTML & CSS

COMMUNITY

Jun 2021 — Aug 2022   **Volunteer Coach, Run Wild Kids Camp**   Denver, CO

Run Club Organizer, PlayGldn Run Club   Golden, CO

INTERESTS AND ACHIEVEMENTS

Running - Boston marathon qualifier, ultra-marathon finisher, and multiple first place and podium finishes.

Technology - hobby technologist and web developer.

Reading - self-help, science fiction, and fantasy.