Trevar Hupf

Curious IT professional with a continuous commitment to learning

WORK EXPERIENCE

Cloudbeds, Remote
SaaS company serving 22,000+ customers with a dedicated team of 700+ employees

IT Administrator   03/2022 – Present

- Implemented zero-touch deployment of Workspace One UEM and JAMF for cross-platform device management (macOS, Windows, Linux)
- Administered a complex cloud SaaS stack
- Improved IT efficiency by automating processes through the use of APIs, scripts, and software (Postman and Zapier)
- Enhanced security using Okta SSO (SAML) and lifecycle management (SCIM), reducing vulnerabilities and improving access control
- Designed and implemented company VPN and SFTP utilizing Azure
- Established and maintained a comprehensive knowledge base
- Served as a dedicated escalation point for challenging IT issues
- Accountable for daily security responsibilities, encompassing endpoint detection and response, as well as domain and phishing monitoring

Hopin, Remote
Formerly the fastest-growing European SaaS startup

IT Support Engineer   07/2021 – 02/2022

- Automated the onboarding process for new hires
- Proactively addressed hardware and software issues, minimizing business disruptions while maintaining a 4.75/5 satisfaction rating
- Administered Google Workspace, MDMs (Jamf and Intune), OneLogin, and various SaaS applications
- Oversaw device procurement for a fully remote global company
- Delivered exceptional IT support across diverse time zones

Four Winds Interactive, Denver, CO
Digital signage startup, serving 7,000+ customers with a team of 250+ employees

Hardware Solutions Engineer II   01/2015 – 02/2021

- Designed solutions for automated deployment of Windows images to 5,000+ signage endpoints annually
- Administered on-premise Windows Servers and network infrastructure
- Created and managed test cases and protocols for hardware certification, covering testing, documentation, and presentation
- Served as the central point of contact for hardware escalations
- Responsible for supporting program level customers
- Designed and implemented numerous large digital signage solutions
- Received four promotions during tenure

VOLUNTEERING

Volunteer Computer Tutor, Flagstaff Library, Flagstaff, AZ   05/2022 – Present
Volunteer Run Coach, Run Wild Trail Camp, Denver, CO   06/2021 – 08/2022

HOBBIES AND INTERESTS

Running | Weightlifting | Pickleball | Technology | Reading | Cooking

CONTACT

- Flagstaff, Arizona
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SKILLS

Scripting and Automation
- Python
- Powershell
- Bash

SaaS Administration
- Google Workspace
- Slack
- Jira
- Office 365

Device Management
- JAMF
- VMWare Workspace One UEM
- Microsoft Endpoint Manager
- Endpoint security

Single Sign On (SSO)
- SAML

User Lifecycle Management
- SCIM

Operating Systems
- macOS
- Windows
- Linux

IAM
- Okta
- OneLogin
- EntraID

Cloud Providers
- Azure
- AWS

EDUCATION

Western Governors University
Bachelor of Science
Information Technology - 2023

ACTIVE CERTIFICATIONS

- Okta Certified Administrator
- Okta Certified Professional
- ITIL Foundation
- LPI - Linux Essentials
- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- AWS CCP
- Google IT Support Pro
- Google IT Automation
- Codecademy - Python 3