Trevar Hupf

IT Professional

WORK EXPERIENCE

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

IT Administrator   03/2022 – Present

- Deployed Workspace One UEM and JAMF for cross-platform device management (MacOS, Windows, Linux), ensuring seamless and secure operations
- Proficiently administered a complex SaaS stack, ensuring seamless operation, security, and scalability, resulting in peak performance and user satisfaction
- Enhanced efficiency by automating tasks through APIs, scripts, middleware, and software, enabling the IT team to operate more lean and efficiently
- Enhanced security and eliminated manual provisioning by implementing SSO (SAML) and lifecycle management (SCIM) in Okta, reducing stored passwords and streamlining access control
- Maintained a comprehensive knowledge base to expedite issue resolution and facilitate the training of team members

Hopin, Remote
Leading SAAS provider for virtual events and the fastest-growing European startup

IT Support Engineer   07/2021 – 02/2022

- Led onboarding for 200+ new hires at a high-growth SaaS startup, ensuring a smooth and engaging integration
- Proactively resolved hardware and software issues, minimizing business disruptions while maintaining a 4.75/5 satisfaction rating
- Efficiently administered SaaS applications to ensure seamless operation, enhance security, and improve user satisfaction
- Oversaw device procurement for a fully remote global company

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

Hardware Solutions Engineer   01/2015 – 02/2021

- Designed and architected solutions for creating and deploying Windows images on over 5,000 signage endpoints annually
- Developed meticulous quality test cases and protocols, overseeing the entire hardware certification process, which encompassed testing, documentation, and presentation delivery
- Served as the central point of contact for all hardware escalation issues
- Designed and successfully implemented numerous large, intricate digital signage solutions for Fortune 500 companies

OTHER EXPERIENCE

Volunteer Computer Tutor, Flagstaff Library, Flagstaff, AZ	05/2022 – Present
Volunteer Run Coach, Run Wild Trail Camp, Denver, CO	06/2021 – 08/2022
Desktop Administrator, Convercent by OneTrust, Denver, CO	02/2021 – 07/2021
Internet Fulfillment Associate, Lowes, Lakewood, CO	09/2012 – 12/2014

CONTACT

- Flagstaff, Arizona
- 303-518-5767
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SKILLS

- Automation and Scripting- Python, Powershell, Bash
- SaaS - Google Workspace, Slack, Jira, Salesforce, etc.
- SSO - SAML, OIDC, SCIM
- Operating Systems - MacOS, Windows, Linux
- IAM (IDaaS) - Okta, OneLogin, AzureAd
- User Lifecycle Management
- Device Management - Jamf, Intune, VMWare Workspace One, Puppet
- Virtualization
- Multi-factor authentication
- Cloud providers - Azure, AWS
- System Administration
- Asset Management
- Networking
- Troubleshooting
- Support
- Documentation

EDUCATION

Western Governors University
Bachelor of Science Information Technology

CERTIFICATIONS

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