Trevar Hupf

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EMPLOYMENT HISTORY

Mar 2022 — Present

IT Administrator, Cloudbeds
Remote

Responsibilities

- Responsible for MDM Administration inside of Jamf and VMWare Workspace ONE.
- Excelled at SAAS administration including Slack, Google Workspace, Carbon Black, Salesforce, Jira, etc.
- Onboarded and provisioned dozens of SSO applications inside of Okta using SAML and SCIM.
- Managed all aspects of identity management provider (IDP) Okta.
- Provided excellent IT Support across numerous timezones.
- Entrusted with handling day-to-day cyber security tasks that included Antivirus alerting, phishing emails, and domain name monitoring.

Achievements

- Architected and deployed mobile device management solutions for Windows, Mac, and Linux using Jamf and VMWare Workspace One UEM.
- Implemented zero touch provisioning for Mac and Windows laptops.
- Crucial part of a company initiative to move 400+ users from BYOD to COPE.
- Delivered a fully redundant secure VPN (VMWare Tunnel) utilizing Microsoft Azure cloud infrastructure.
- Solely responsible for supporting end users on the pacific time zone.

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 over 300+ PC endpoints using Bitlocker
- Solely responsible for providing IT support for over 300 employees
- 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

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

EDUCATION

| Apr 2023 | **Bachelor's of Science in Information Technology, Western Governors University** |

CERTIFICATION

| Jul 2022 | **A+ | Network+ | Security+, CompTIA** |

| Apr 2023 | **ITIL4 Foundations, Axelos** |

| Apr 2023 | **Linux Foundations, Linux Professional Institute** |

| Oct 2021 | **Google IT Automation with Python | Google IT Support Professional, Coursera** |

| Nov 2021 | **Learn Python 3 | Learn HTML, CSS, and Github, Codecademy** |

| Feb 2021 | **AWS Certified Cloud Practicner, Amazon** |

SKILLS

OSs - Mac, Windows, Linux	App Provisioning - SAML / SCIM
Google Workspace (GSuite)	HTML/CSS/JavaScript
SAAS Administration	Scripting - Powershell, Python, Bash
Office 365	Command Line and Terminal
MDMs - Jamf, Intune, Workspace ONE	HTML & CSS
IDPs - AAD, Okta, OneLogin	Microsoft Azure
IT Support and IT Administration	Cyber Security

VOLUNTEERING

| Mar 2022 — Present | **Computer Tutor, Coconino County Public Library** | Flagstaff, AZ |

| Jun 2021 — Aug 2022 | **Coach, Run Wild Trail Camp** | Denver, CO |