

Trevar Hupf

Profile

Experienced IT professional with a proven track record of effectively managing and optimizing complex IT environments. Highly skilled in troubleshooting technical issues, collaborating cross-functionally, and ensuring the reliability and efficiency of IT systems. Excellent communicator and team player, capable of translating technical concepts to non-technical stakeholders. Committed to continuous learning and staying abreast of emerging industry trends to drive innovation and enhance operational excellence within the organization.

Employment History

IT Administrator, Cloudbeds, Remote

MARCH 2022 – PRESENT

Responsibilities

- Responsible for MDM administration inside of Jamf and VMWare Workspace One UEM.
- Excelled in SAAS administration (Slack, Google Workspace, Carbon Black, Salesforce, Jira, etc.).
- On-boarded and provisioned SSO applications inside of Okta using SAML and SCIM.
- IAM administration using Okta.
- Provided excellent IT Support across numerous timezones (Zendesk).
- Entrusted with handling day-to-day cyber security tasks.

Achievements

- Engineered 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 devices.
- Crucial part of a company initiative to move 400+ users from BYOD to COPE.
- Delivered a fully redundant secure VPN (VMWare Tunnel) utilizing Azure.
- Automated tasks across the organization.

IT Support Engineer, Hopin, Remote

JULY 2021 – FEBRUARY 2022

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.

Details

Flagstaff, Arizona

United States

303-518-5767

trevarhupf@gmail.com

Links

[LinkedIn](#)

[GitHub](#)

[Personal Website](#)

Skills

Operating Systems - macOS, Windows 10/11, Linux

Google Workspace

SAAS Administration

Mobile Device Management - Jamf, Intune, Workspace ONE

Identity and Access Management (IAM)

Identity Providers - AAD, Okta, OneLogin

Microsoft Office 365

SSO - SAML / SCIM

Scripting - Powershell, Python, Bash

Command Line and Terminal

Microsoft Azure

Amazon Web Services

Cyber Security

Device Management

IT Administration

IT Support

Networking fundamentals

- Contributed to multiple large scale IT projects.

Desktop Administrator, Convercent, Denver, CO

FEBRUARY 2021 – APRIL 2021

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.

Hardware Solutions Engineer, Four Winds Interactive, Denver, CO

DECEMBER 2014 – FEBRUARY 2021

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

Bachelor's of Science in Information Technology, Western Governors University

APRIL 2023

Certification

A+, CompTIA

MAY 2020

Security+, CompTIA

JULY 2022

Network+, CompTIA

FEBRUARY 2023

ITIL4 Foundations, Axelos

APRIL 2023

Linux Foundations, Linux Professional Institute

APRIL 2023

Google IT Automation with Python, Coursera

OCTOBER 2021

Google IT Support Professional, Coursera

MARCH 2022

Learn Python 3, Codecademy

NOVEMBER 2021

Learn HTML, CSS, Javascript, Codecademy

DECEMBER 2021

AWS Certified Cloud Practitioner, Amazon

FEBRUARY 2021

Volunteering

Computer Tutor, Coconino County Public Library, Flagstaff, AZ

MARCH 2022 – PRESENT

Coach, Run Wild Trail Camp, Denver, CO

JUNE 2021 – AUGUST 2022