

Trevar Hupf

Dedicated IT professional with a passion for continuous learning and a proven track record in managing complex IT environments.

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.
- Configured cross-regionally load balanced company VPN using Microsoft Azure.
- Configured Azure SFTP for secure HR file transfers.
- Established and maintained a comprehensive knowledge base.
- Served as a dedicated escalation point for challenging IT support 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.

Convercent by OneTrust, Remote

SaaS company, acquired by OneTrust in 2021

IT Support Engineer

07/2021 – 02/2022

- Administered Mac and Windows devices using Microsoft Intune and Jamf.
- Responsible for asset management.
- Managed identities using Microsoft EntraID (Azure Active Directory).
- Streamlined onboarding processes using Power Automate.
- Encrypted device fleet using Bitlocker and Filevault.
- Managed complex SAAS stack.
- Provided excellent IT Support to US employees.

Poppulo (Four Winds Interactive), Denver, CO

Digital signage startup, serving 7,000+ customers with a team of 250+ employees

Hardware Solutions Engineer II

02/2015 – 02/2021

- Designed solutions for automated deployment of Windows images to 5,000+ signage endpoints annually.
- Administered on-premise Windows Servers and network infrastructure.

CONTACT

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EDUCATION

Western Governors University

Bachelor of Science
Information Technology -
Graduated in 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 Professional
- Google IT Automation
- Codecademy - Python 3

SKILLS

Scripting and Automation

- Python
- Powershell
- Bash

SaaS Administration

- Google Workspace
- Slack
- Jira
- Office 365
- Salesforce

Device Management

- JAMF
- VMWare Workspace One UEM
- Microsoft Endpoint Manager (Intune)

Security

- Multi Factor Authentication
- Access Control
- Security Configuration
- Data Security
- Endpoint detection and response

Single Sign On (SSO)

- SAML
- Okta Secure Web Auth (SWA)

- 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.
- Notable customers included Daimler Chrysler, New England Patriots, and The Cincinnati Reds.

Integration Technician

01/2014 – 02/2015

- Implemented digital signage software on Windows endpoints.
- Executed Windows image deployment through PXE boot and light touch methods.
- Customized endpoints with relevant customer network information.
- Delivered comprehensive hardware and technical support.

Homelab Projects

- **Ethical Hacking and Penetration Testing** - Kali Linux
- **Okta On-Prem Active Directory Synchronization** - Okta, Windows Server 2019, and Microsoft Azure
- **ChatGPT Speech to Text** - Raspberry Pi, Python and ChatGPT API
- **Automated Time Lapse Photos** - Raspberry Pi and Python
- **Retro Gaming Machine** - Raspberry Pi and RetroPie
- **Random Daily Twitter Photo of my Dog** - AWS Lambda, AWS S3, Python, and Twitter API
- **SEO Optimized Pickleball Website** - Google Search Console, Google Analytics, HTML, CSS, and Javascript
- **Serverless Website for Super Bowl Prop Picks** - HTML, CSS, Javascript, and Google Apps Scripts

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

User Lifecycle Management

• SCIM

Operating Systems

- macOS
- Windows
- Linux
- Windows Server

IAM

- Okta
- OneLogin
- EntraID

Cloud Computing

- Azure
- AWS

Networking

- TCP/IP
- DNS
- DHCP
- Wireless Technologies

IT Support

- Hardware Troubleshooting
- Software Troubleshooting

Audio Visual

- Digital Signage
- AV Peripherals
- Video Walls
- Meeting Room Technologies