

Robert Hollands

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PROFESSIONAL SUMMARY

Detail-oriented and security-focused IT professional with hands-on experience in endpoint compliance, access control, vulnerability remediation, and user lifecycle automation. Currently managing enterprise device compliance and identity provisioning across macOS and Windows using Jamf Pro, Intune, and Entra ID.

CERTIFICATIONS

CompTIA CySA+, CompTIA Security+, Jamf 200, Jamf 100, CompTIA A+

EDUCATION

Bachelor of Science Majoring in Cyber Security

Augusta University

Augusta, Georgia

December 2025

- Relevant Courses: Database Administration, TCP/IP Protocol Analysis, Cyber Network Defense and Counter Measures, OS Concepts Administration, Digital Forensics, Scripting and Automation, and Digital Forensics

WORK EXPERIENCE

TaxSlayer

Lead Help Desk Engineer

Augusta, Georgia

September 2024 – Present

Deploy patching scripts, applications, and security policies via Microsoft Intune, Jamf Pro, and ConnectWise Automate.

Manage user onboarding/offboarding, imaging, and access control across hybrid macOS and Windows environments using Entra ID and Active Directory.

- Jamf Administrator for the macOS fleet; deployed applications, scripts, and compliance profiles via Jamf.
- Built and maintained configuration profiles, compliance policies, and conditional access rules with Intune.
- Automated onboarding and offboarding via PowerShell for 200+ seasonal employees, including Azure group assignment, E5 license provisioning, and password distribution.
- Created and managed AD user accounts, security groups, shared mailboxes, and SaaS access; assigned licenses and group-based entitlements via Entra ID and Microsoft 365.
- Managed and audited hardware/software inventory systems; ensured asset traceability and lifecycle accuracy.
- Configure SaaS SSO via Entra.
- Created Windows images.
- Delivered white-glove IT support to C-suite.
- Managed ticketing workflows in Jira, tracking escalations, endpoint requests, and resolution SLAs.
- Wrote Confluence KB articles on best practices and technical solutions.
- Manage Zendesk account provisioning and licensing.
- Administered Zoom platform, managing licensing and users, Zoom Room deployment, and iPad controller setup for executive meeting spaces.

SKILLS

Security Tools & Platforms:

- Jamf Pro · Microsoft Intune · Entra ID · CrowdStrike Falcon · ConnectWise Automate · Apple Business Manager

Endpoint Management & Identity:

- MDM Policy Deployment · CVE-Based Patching · Configuration Profiles · Automated Onboarding/Offboarding · AD/AAD Group Mapping · SaaS Access Provisioning

Scripting & Automation:

- PowerShell · Bash · Custom App Deployment · User Lifecycle Automation

Security & Monitoring:

- Vulnerability Management · Conditional Access · Log Review