Gregory Michael Dunaway

Applying for Systems Administrator

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Cover Letter Here

| Employment HistoryJuly 2017 – PresentNSF NCAR Research ITSystems Administrator Serves on the Apple Engineering Group enacting policies and workflows for Apple Business Manager, Jamf, and other related services. Leads collaborative efforts within the configuration management teams. Scope of tasks encompasses device lifecycle, networking, security, and configuration management categories. Desktop support duties include direct work on tickets through multiple tiers of escalation and training of help desk technicians. Assists with server and workstation maintenance and property tracking processes. July 2017 – October 2018Office of Information Technology, CU BoulderDedicated Desktop Support Technician Provided primary support for 7 departments on campus and secondary support on another 5. Manage several hundred computers both Mac and PC. Embody the best customer support service for staff and faculty while maintaining a secure and up-to-date environment. Monitor and configure Jamf policies, GPOs, Active Directories, and file shares for supported users. | |
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| May 2014 – May 2017Office of Information Technology, CU BoulderMac Student Team Lead/Lab Administrator Managed over 250 devices including iMacs, MacBooks, and iPads across 8 labs. Work with individual professors, department liaisons, and conference directors to meet their needs for classes and workshops. Solve problem reports and build packages for campus use. Oversee documentation, security updates for apps, and maintaining an efficient, evolving workflow. Co-lead the hiring process. Inventory personal and communal test hardware. Encourage communication delegate tasks while acting as a resource for new hires and coworkers.  *continued on next page* | |
| July 2013 – May 2014Best Buy Computing Sales Associate Retail/sales experience. Developed my tech-related knowledge and my customer service skills. Listened to each customer’s needs and provided them with a solution. Worked with multiple sales groups to help create complete solutions. | |
| Skills Apple Device Administration  Asset Tracking  Software Packaging  Configuration Management | Certifications Mac Integration 10.12  Jamf Certified Admin (300)  Linux Server Administration  ScrumMaster |
| Education Undergraduate in Computer Science  at Front Range | CliftonStrengths Individualization  Relator  Context  Strategic  Responsibility |

References

References can be provided upon request.