

## Professional Experience

### **Berkeley Hall School, Los Angeles, CA Help Desk/Apple Systems Administrator**

**06/2015-Present**

- IT environment is 90% Mac, 10% PC
- Image, Maintain, support inventory, and deploy all student, faculty, and staff related technology equipment and software for over 275 users.
- Responsible for implementing the school's first ever MDM solution.
- Equipment is mostly comprised of Apple desktops and laptops, iPads, printers, Promethean & SMART interactive whiteboards. Software and services deployed may include, but is not limited to Windows 7/8.1, 10, Mac OS X 10.9.5 - 10.11.6, iOS 9.1 - 10.0.2.
- Proficient with macOS, iOS, Microsoft Office 2016 suite, and iOS apps deployed via Apple VPP.
- Daily maintenance and support duties include troubleshooting user issues, administrating Office 365 school accounts, performing basic Active Directory management, patch management, managing MDM deployment solution, and managing Toshiba PBX/IP phone system.
- Receiving and resolving help desk requests for technology issues and supplies.
- Maintaining an effective relationship with companies and vendors for technology purposes and coordinate with their support teams for resolving issues or repair.
- Interfacing with the COO, Dean of Academics, Dean of Students, and Facilities Director. Attending regular technology committee meetings for future project planning, technology budgeting, and school policy discussion.
- Perform systems administration on all OS X and iOS devices utilizing JAMF Software's Casper Suite MDM suite. Familiar with Apple DEP and VPP based deployment and management.
- Familiar with SMART and Promethean interactive whiteboard solutions
- Familiar with Jira Service Desk and FreshService ticketing system

### **Computer Pros of Malibu, CA Lead IT Support Technician**

**12/2011- 06/2015**

- IT environment is 60% MAC and 40% PC.
- Provided break/fix hardware solutions for PC and Apple Macbook Pro, iMac, Macbook Air, Mac Pro systems
- Performed virus/malware removal, LAN/WAN network troubleshooting, software data recovery, hard drive cloning/backup, customer computer migrations, custom computer builds, Microsoft Outlook email recovery and setup, concierge setup of iCloud and mail services on Mac OS X and iOS devices, and performed concierge setup of Google services for Android devices
- Duties included providing virus & malware removal, software data recovery, desktop/laptop hardware repair, software vendor account management, Microsoft Outlook/Exchange email recovery and repair, in home/onsite technical support, iPhone, iPad, and Android device support, remote technical support utilizing TeamViewer software

**The Tech Lab Company, North Hollywood, CA**  
**Mobile IT Support Technician**

**01/2010-12/2011**

- Provided break/fix hardware solutions for PC and Apple Macbook Pro, iMac, Macbook Air, Mac Pro systems
- Operated as a mobile home/office technician specializing in virus removal, data migrations, hard drive imaging and backup, custom computer building, and desktop/laptop hardware repair.
- Competently worked in law office environments involving confidential or sensitive data as well as presenting complex technical data in an easy to understand manner to clients.

**Application/Service Skills**

Windows 10, Windows 8.1, Windows 7, Mac OS X 10.4 (Tiger) - 10.11.6 (El Capitan)

JAMF Software: Casper Suite, Apple RD, Microsoft RDC, JIRA Service Desk, FreshService, Android 2.3-6.0, Microsoft Office suites 2010-2016, Microsoft Office suites for Mac 2008-2016, Office 365 Administration, Google SAAS, Active Directory Administration, Prosoft Engineering Drive Genius 4, Acronis Disk Director, Acronis Disk Image, Disk Warrior for Mac, DaisyDisk for Mac, DriveDx for Mac

**Education**

Santa Monica College: Associates degree, Liberal Arts with Honors

CompTIA A+ Certification (Nov 2010)