

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

- 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.

Applicable Skills (IT)

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, Active Directory Administration, Prosoft Engineering Drive Genius 4, Acronis Disk Director, Acronis Disk Image, Disk Warrior for Mac, DaisyDisk for Mac, DriveDx for Mac

Applicable Skills (Web Development)

HTML, CSS, JavaScript (Familiar up to ES5), jQuery, JetBrains WebStorm IDE, Familiar with GitHub repository functionality, Familiar with Git commands via Bash Terminal, Familiar with version control in Git

Education

Santa Monica College: Associates degree, Liberal Arts with Honors

Codesmith – Framework Program (March 2017 – April 2017) - Framework is a selective four week evening and weekend program teaching JavaScript in Los Angeles and New York City with a focus on excellence in problem solving and technical communication

Codecademy – Completed HTML/CSS and JavaScript lessons

CompTIA A+ Certification (Nov 2010)