

Shane Christian Sepeda

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Professional Skills

- Apple Certified Mac Technician / Apple Certified iOS Technician
 - 9+ years' experience with expert-level technology support and life-long passion for technology
 - Proficiency in computer operating systems & hardware: macOS, Windows, Linux
 - Administrative experience with Atlassian Products, Apple Business Manager, Office365, JAMF, Meraki
 - Strong work ethic, dedication, patience, communication skills, time management, and technical leadership
 - Detail oriented, ability to deal with ambiguity, enthusiasm to learn, and passion for team success •
 - Entry-level programmer: Python, Java, HTML
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Work Experience

IT Systems Engineer

July 2020 – Present

Everly Health, Engineering – Austin, TX

- Support nationwide operations between Austin, Dallas, and remote employees across the globe
- Maintain and support internal helpdesk operations using Halp, integrated with Slack and Jira
- Remotely on-board new employees and provide training over IT controls and security
- Provision and manage employee-use Apple Computers using JAMF MDM, JumpCloud, and Okta SSO
- Create and maintain internal automation tools and scripting for employee accounts and hardware
- Maintain on-site technical facilities for Austin and Dallas locations with Cisco Meraki, ZoomRooms
- Support lab-based operations and equipment using AWS, Windows Server, and ActiveDirectory
- Enforce HIPPA compliant information security controls, compliance enforcement, and practices

IT Support Specialist

Jan 2019 – July 2020

Mutual Mobile, Information Systems – Austin, TX

- Manage internal helpdesk and support worldwide operation between Austin and Hyderabad HQ
 - Maintain internally hosted & cloud-based infrastructure: Cisco Meraki, Atlassian Jira & Confluence, Bitbucket, AWS, and Linux servers
 - Maintain & upgraded technical facilities, conference hardware, VoIP phone system, networking equipment
 - Provide technical leadership & manage A/V equipment for on-site live events, seminars, and video conferences
 - Manage IT assets, billing, and inventory: computer hardware, peripherals, software licensing, cloud-based systems
 - Manage information security controls, policy enforcement, and practices
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Genius

April 2015 – Jan 2019

Apple, Inc., – Austin, TX

- Provide insightful advice, friendly technical support, and technical leadership to internal and external customers for all Apple devices, software, and services
- Quickly and concisely diagnose product issues on the spot and implement repair solution in shortest possible time frame
- Apple-Certified repair technician for Apple iPhone, MacBook, iMac/iMac Pro, Mac Mini
- Lead new-hire training & employee training on newest Apple processes and service updates
- Community engagement in educational conventions and student mentorship

Quality Analyst

Dec 2014 – Jan 2016

FedEx Technologies – Austin, TX

- Implement & monitor quality standards of FedEx technical support teams
- Facilitate training and coaching to new-hire teams and employees
- Provide feedback and reporting data to FedEx leadership, site management, and support agents
- Lead calibration conferencing with FedEx leadership and site management teams

Software Solutions Consultant

Nov 2013 – Dec 2014

FedEx Technologies – Austin, TX

- Consult with clients on shipping, billing, and reporting solutions based on business needs
- Provide in-depth training for management of International & Freight shipping solutions
- Collaborate with account executives to implement software and hardware solutions on-site
- Provide client integration, training, and technical support on FedEx hardware & software

Education

Austin Community College

- Computer Programming – Occupational Skill
 - Network Administration – Occupational Skill
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