

Shane Christian Sepeda

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Professional Skills

Systems Engineer / IT Professional

Certified Full Stack Web Developer @ UT Austin

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
 - System Administration experience across broad range of systems, internal and external vendor
 - 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
 - Programming Experience with Shell, Python, Java, HTML, JavaScript, Git, node, SQL, React
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Work Experience

IT Systems Engineer

July 2020 – Present

Everly Health, Engineering – Austin, TX

- Support nationwide operations between Austin, Dallas, Chicago, and remote employees across the globe
- Maintain and support internal and external systems maintenance, upgrades and support escalations
- Remotely on-board new employees and facilitate training over IT controls and security
- Provision and manage employee-use Apple Computers using JAMF MDM and Okta SSO
- Create, maintain, and improve internal automation tools and scripting for internal-use systems
- Maintain on-site technical facilities for Austin and Dallas locations with Cisco Meraki, ZoomRooms
- Support lab-based operations, network, 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, 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 conferences
- Manage IT assets, billing, and inventory: computer hardware, peripherals, licensing, cloud-based systems
- Manage information security controls, policy enforcement, and practices

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
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Education & Certification

Austin Community College

Associate of Applied Science – Network Administration

Associate of Applied Science – Computer Science

University of Texas at Austin

Full Stack Web Developer Certification - Center for Professional Education

Apple Inc.

Apple Certified Macintosh Technician

Apple Certified iOS Technician

Past Work Experience

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
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