**Vaughn Anthony Hart**

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**Client-Centered IT Professional**

**Deliver value-added resolutions to increase customer satisfaction and awareness.**

Providing friendly, high-quality tech support and administration through effective communication, personal experience, knowledge and a team-oriented approach. Relevant strengths for end users include listening to the customer, investigative questioning, jargon and acronym free correspondence. For internal and external partners; qualitative information gathering. self-sufficient research and follow-thru.

**Project Management | Systems Engineering | Administration & Support | Executive Support | Issue Resolution | Customer Service | End-User Training | Troubleshooting | Ticketing / Documentation**

**Specialty & Technical SKills**

* Microsoft Windows Server, Windows OS, Mac OS Server, Mac OS, Chrome OS, Linux, Cisco Meraki, Google Workspace.
* Cisco Umbrella, VMWare / vSphere; Citrix XenApp, PBX (NEC, Avaya), VoIP (CallTower/SoundConnect).
* RSA SecurID, Symantec Enterprise Protection; McAfee VirusScan Enterprise; TrendMicro; Varonis DatAdvantage.
* VPN and Remote Access, Licensing, Scope of Work, Hardware and Software Procurement, Security Monitoring and Resolution; Help Desk; Root-Cause Analysis, Compliance and Update Management; Performance Tuning, A/V Conferencing.
* FinTech: Bloomberg; Thompson, Thompson Reuters; Raiser’s Edge; 1010 Data.

**Professional Experience**

**ROBERT HALF TECHNOLOGY** September 2020 – January 2023

**peloton**, New York, NY | **DESKTOP SUPPORT**

* Initially provided national Tier2 support for Distribution Centers, and Field Offices (warehouses) during Manhattan Scale’s WMS deployment to existing and newly constructed warehouses and their staff.
* “Promoted” to supporting the EU WMS deployment, US field and retail office networking issues and MDM deployments utilizing Cisco Meraki and Soti MobiControl in conjunction with Lerner Solutions and Manhattan Scale.
* Provided access requests fulfillment for various OKTA apps along with L1/L2 Windows and Mac troubleshooting incorporating log collection, analysis and problem resolution coordinated with IAM and EPIC Ops teams.

**THE BROWNING SCHOOL**, New York, NY | **DESKTOP SUPPORT**

* Troubleshoot iPads, Chromebooks and MacBooks using Zendesk ticketing system to track issues as well as support Zoom video conferences and A/V setups in classroom for both teachers and staff.

**BERRY APPLEMAN & LEIDEN** New York, NY | **NETWORK ADMIN**

* Assisted with new Cisco Meraki rollover including switches and access points; including testing drops, ports, connection speed, mesh conflicts on desktops and laptops.
* Provided analysis on repetitive issues in the office related to localized NTP time errors, DNS AA record rejections resulting in SSCM task rejections.

**Aegis IT, LLC**, New York, NY | **Founder and General Manager** January 2007 – September 2021

Tech consultant for small businesses in private equity, entertainment, fin-tech, legal, medical, energy, and architecture; encompassing edge to end-point system administration, support and procurement.

* Meet and greet new clients, listening to their issues and assessing their needs. Responded with project scopes of work, hardware and software pricing and expected cost and timelines for implementations. Provided end-user support.
* Provided ancillary support and system administration for Halcyon Asset Management across in their New York office, remotely for their London office and virtually for their NJ colocation facility; reporting to their Director of Infrastructure and Chief Technology Officer. Worked with their teams on Linux builds, hardware procurement, infrastructure upgrades (edge to endpoint), virtualization and documentation.

**Unisys Corporation (Omnicom)**, New York, NY | **Field Engineer 3** August 2019 - January 2020

Prepared machines for new users according to their requisitions and manager’s requests in compliance with IT guidelines for Windows and Mac systems. Executed technical task for system builds using SCCM and JAMF based on local and department for NYC, Princeton, Philadelphia, Los Angeles and Boston.

* Conducted break / fix troubleshooting for systems and printers, working with inventory managers on Apple repairs and scheduling site visits with HP for service calls.

**The Howard Hughes Corporation**, New York, NY | **Senior Helpdesk & Desktop Engineer** April 2018 - June 2018

Resolved tickets, new hire requests and terminations, including Active Directory/Office 365 moves, adds, and changes. Provided conferencing support that included A/V, Polycom, streaming and telephony. Maintained inventory and stock for PCs, Mac, and peripherals, including toner. Provided initial response to security alerts, including cleanup and root-cause analysis.

* Administered new hires and terminations, encompassing imaging, group / distribution lists, messaging, SSO, VoIP, mobile, and remote / key access, while answering and resolving tickets in Kaseya for Win 10 and Mac OS (pre complete JAMF setup).
* Submitted a Mac server LACP/LAG configuration change to segregate and increase WAN/LAN traffic and performance thereby fixing dropped client connections on the LAN and Avamar replication timeouts over the WAN to Hawaii.

**NTT Data (Turner AdSales / TruTV)**, New York, NY | **Level II Desktop Technician** October 2017 - February 2018

Provided desk-side Level II or higher support to Windows 7 / 10 and Mac OS users for AdSales and TruTV groups, including AD administration, JAMF enrollment, application deployments, network troubleshooting, Polycom, and A/V (Crestron) conferencing.

* Serviced clients and their guests with patience, curtesy, preparation and flexibility in all task and events.
* Discovered domain SSL certificate expiration was root-cause for VPN error notifications, expired application signature and subsequent inability to update specific systems with security patches, explaining in a matrix, presenting to managers.

**Girl Scouts of the USA**, New York, NY | **Desktop Support Specialist - Temp** September 2013 - February 2017

Delivered LII / III Mac / PC / Telephony / VoIP support along with project management assistance for 300+ user S4B/ACD deployment.

* Earned over 100+ peer recognition Bravo / EPIC awards for customer service and going above and beyond.
* Supported clients on Office 365/Okta with issues including password resets, mobile devices, shared mailboxes, advanced tickets with Microsoft Support for communication issues with servers, mailbox corruption, syncing issues and SharePoint.
* Assisted the Marketing team with testing a new national brand guideline by ensuring completeness and compatibility of newly minted fonts across Windows and Mac OS, proper install directories for Adobe CC schema and Office templates.

**Barnard College**, New York, NY | **Student Computing Coordinator** April 2010 - November 2010

Helped manage 20 student techs with answering helpdesk service calls by providing guidance on LII / III PC / Mac support calls.

**Rave Music and LXP**, New York, NY | **Freelance IT Consultant** May 2005 - December 2006

Supported end-users, training, backup management, security, Active Directory administration, and new site builds and moves.

* Engineered and implemented NY site to NJ colo VPN disk-based backup solution utilizing EMC Retrospect and Windows Storage Server, saving thousands of dollars in tapes and offsite storage.

**Cherry Lane Music**, New York, NY | **IT Analyst** June 2000 - September 2006

I ran the day-to-day administration (Active Directory), support and project management for the IT infrastructure and end-users.

* Reduced IT consultant expense and downtime by resolving root-cause issues in a Windows golden image, installing an Apple Xserve and migrating Mac users from Novel 4.11 server, and assuming responsibility of the IBM AS400 and the Avaya PBX.
* Priced, designed and tested (on VLAN) upgrade paths for all Windows / Exchange / Mac / IBM servers including new supporting hardware, software and upgraded licenses saving thousands in consulting fees and unnecessary downtime.

**Additional Experience**

**W. O’DONNELL CONSULTING AND RHT**, NYC and Long Island | **IT Consultant**

Provided technical support services to clients, including KPR, CableVision, Brookhaven National Laboratory, and NOW Electronics, for Windows and Mac servers, desktops, and laptops.

**EDUCATION & Professional Development**

* **Bachelor of Arts (BA)**, Literature and Writing, Columbia University, New York, NY
* Coursework, English, Nassau Community College, Dean’s List
* Coursework, Electrical Engineering, Rochester Institute of Technology