

PROFESSIONAL EXPERIENCE

Mid-sized MSP – Culver City, CA

Systems Engineer

July 2024 – Present

- Provided Tier 1 & 2 remote technical support for non-technical individuals, averaging 95% positive feedback and 93% single-call resolution.
- Spearheaded upgrade for 100+ users from Windows 10 to 11 through use of intune autopilot provisioning.
- Designed and executed plan to migrate 200+ endpoints from MobileIron to Jamf device management platform.
- Created and maintained company-wide documentation which reduced average resolution time on tickets by 20% for one of our largest clients.
- Managed fast-paced help desk environment in Private Equity, Medical Research, Venture Capital, and Mass Transit.

Broadcast Media

Production and Distribution – Culver City, CA

Production Assistant / Researcher

May 2019 – October 2023

- Meticulously researched and curated a database of thousands of trivia questions for network television.
- Spearheaded strategy for question styling and formatting in order to maximize readability and understanding.
- Trained and mentored new researchers through one-on-one instruction and development of an extensive database and training course intended to fully onboard new hires into the field of TV research.

Advertising Services – Woodland Hills, CA

Database Manager

October 2018 – April 2019

- Organized relational databases for clients looking to optimize their products for search engine visibility.
- Led strategy meetings on how to tackle data for new clients.
- Gave presentations on quarterly progress and projections for coming months.

CERTIFICATIONS & SKILLS

Certifications: CompTIA Network+/A+/Security+/Linux+, Microsoft AZ-900, ITIL Foundation

Operating Systems: Windows 10/11, Red Hat Linux, Debian, MacOS

Scripting/Programming: Powershell, Bash, Python

Software: Office 365 Copilot, Active Directory, Azure, Okta, Citrix, Ellipse, Adobe Suite, ConnectWise, QuickBooks

EDUCATION & PROJECTS

Home Lab

Server running Red Hat Enterprise Linux

- Plex media streaming
- Network Attached Storage (NAS) data backup and management
- Online game hosting

DePaul University – Chicago, IL

2014 – 2018

Bachelor of Arts in Digital Cinema