andrew**moore** they/them

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PROFILE

A detail-oriented IT professional with over a decade of experience in the information technology field, specializing in supporting Apple devices and software. Displays excellent organizational, analytical, and prioritization skills, and has genuine enthusiasm for helping people and providing stellar customer service. Always looking to grow—constantly reading up on and studying the latest technologies and best practices for implementation, security, and usability.

SKILLS

macOS and iOS Management · Mobile Device Management · Jamf · Kandji · Bash Scripting · Microsoft Windows · Linux · HTML & CSS · Google Workspace Administration · Microsoft 365 · Ubiquiti UniFi · Adobe CC Management · VMware ESXi · Sage Intacct · SAAS Admin · Hyper-V · Asana · Jira · DNS Administration · SalesForce · Entra ID

EXPERIENCE

Trapp Technology | ArmorPoint • 2019-Present
Managed Services Engineer III

Supports dozens of organizations across various industries worldwide.
» Deploys, manages, and optimizes Mac, iOS, Windows, and Linux-based workstations, mobile devices, servers, and infrastructure.
» Maintains a vast array of software and SAAS platforms.
» Saved over $20,000 in recurring monthly licensing costs by improving management and cleanup processes for customer EDR sensor agents.
» Integrates various services through premade and API methods.
» Onboards new employees for client companies—provisions devices and licensing, gives users initial setup assistance and training.
» Designs, builds, and assigns user training and awareness programs.
» Ensures the reliability, security, and efficiency of managed systems.
» Provides innovative and sound solutions to a variety of situations.
» Serves as a level 3 escalation point for service desk—providing technical support and resolving and escalating support tickets.
» Audits customer machines, ensuring they comply with both company policy, partner, and legal regulatory requirements, such as HIPAA.
» Maintains detailed documentation for client environments, standard procedures, and common support processes for staff reference.
» Trains and mentors newer employees, helping them grow their skills.
» Managing servers in data center environment—racking up, configuring, troubleshooting, and performing upgrades and repairs.

EXPERIENCE+

Equality Health • 2017-2019
Desktop Administrator

Internal IT support for several locations.
» Managed IT inventory—configuring and assigning out workstations, monitors, phones, and other equipment to employees.
» Maintained KnowBe4 platform to assign training and phishing tests.
» Worked with human resources in the onboarding process for new employees, helping to set them up with their IT equipment, setting up IT equipment at desks, and creating building access badges.
» Managed Active Directory, creating new users as employees onboarded and keeping LDAP appropriately organized.
» Provided onsite and remote support to more than 100 employees across three physical locations in the Phoenix area.
» Assisted in offboarding process for IT equipment, taking in devices, backing them up, wiping, and preparing for redeployment.
» Submitted expense reports for necessary IT equipment and services.
» Identified technological needs based on coworker feedback, developed and implemented creative and functional solutions.

Trapp Technology • 2015-2017
Managed Services Engineer II

Onsite and remote support and maintenance for nearly twenty clients.
» Kept service tickets organized, assigned, and up-to-date for team.
» Resolved variety of issues, both remotely and at client offices, concerning client machines, servers, and networking devices.
» Responded to monitoring client alerts for client and server machines.
» Kept client documentation detailed, organized, and up-to-date.
» Made recommendations to clients for ways to improve their networks, wrote detailed statements of work, and completed projects in timely manner.
» Reviewed applications, assisted interviewing prospective technicians.

Centramax • 2015
Level 1 Helpdesk & Data Center Support

Inside support for data center equipment and remote clients.
» Performed troubleshooting, repair, and maintenance tasks for server hardware, software, and network equipment.
» Handled shipping and receiving of various IT equipment.
» Responded to client tickets, resolved issues remotely.
» Provided on-site support to businesses across the Phoenix metro area.
» Managed customer websites, making changes as requested.
» Maintained customer DNS and SSL certificates.
» Carried out regular maintenance and patching of endpoints.