



## WHY CHOOSE US?

- Enterprise Apple Endpoint Management
- IT Operations
- Automation

# CAPABILITIES STATEMENT

## DIFFERENTIATORS

- **20+ Years** hands-on IT support with **10 years** remote enterprise operations and endpoint reliability
- **Documentation-first Delivery:** clear outcomes, repeatable processes, and stakeholder-ready communication
- **Credentialed Apple/JAMF Expertise:** JAMF 100/200/270/300 (verified on LinkedIn) + Microsoft Fundamentals (Azure, M365)
- Proven ability to operate in **High-trust Environments:** escalation handling, executive support, and disciplined change execution

## CORE COMPETENCIES

- **JAMF Pro Administration** (policies, configuration profiles, Smart Groups, scoping, Self Service, troubleshooting)
- **Enterprise macOS Endpoint Support** (zero-touch, OOB/onboarding, software deployment support, configuration standards, escalations)
- **Cross-Platform Enterprise IT Support** (macOS + Windows) with Microsoft Ecosystem exposure (Azure, Microsoft 365)
- **Zero-Touch Deployment**
- **Endpoint Security & Compliance Operations** (File Vault workflow support, encryption posture support, incident/on-call response)
- **Automation & Documentation** (zsh/bash scripting, runbooks, SOPs, and clear technical writing)

## CONTACT US

Contact us to learn more about the services we offer!



## Reliable IT Operations Across macOS and Beyond

## PAST PERFORMANCE

- **Humana (2015–2025):** Remote IT Specialist / JAMF Systems Engineer — enterprise Mac support, JAMF managed workflows, cross-platform troubleshooting, Azure/Intune/M365 support, on-call incident response, and technical documentation.
- **Good Technology (2015):** Desktop Support — Tier 2/3 support, imaging & deployment, Casper Suite/JSS operations, VPN + mobile device support, BitLocker Encryption Project Lead; MacBook Management Lead.
- **VeriFone, Inc. (2010–2014):** Desktop Support — sole onsite IT support across 3 offices including executive support, imaging (Sysprep/SCCM), server room maintenance, and multi-site support (U.S. & Mexico).

## CERTIFICATIONS

- SAM.gov certified
- JAMF 100/200/270/300
- Microsoft Azure Fundamentals
- Microsoft 365 Fundamentals
- CompTIA Cloud Essentials
- eCornell Certificate Program: Executive Leadership (Issued Nov 2024)
- eCornell Certificate Program: Financial Management (Issued Dec 2023)

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