



Apple and Windows endpoint management, Zero Trust security, and compliance operations for K-12 districts, small businesses, healthcare, and government agencies — delivered by a Jamf Channel Partner and Apple Technical Partner with 20+ years of enterprise IT experience across both platforms.

JAMF CHANNEL PARTNER · APPLE TECHNICAL PARTNER · CROSS-PLATFORM: APPLE + WINDOWS · ZERO TRUST READY · K-12 TRUSTED · GOVCON READY · FERPA ALIGNED · HIPAA ALIGNED · SAM.GOV REGISTERED

COMPANY OVERVIEW

CoreTech Intelligent Automation LLC is a managed services provider delivering secure, Zero Trust endpoint management and compliance-ready IT operations across Apple and Microsoft environments — serving K-12 school districts, small businesses, healthcare, and government agencies at the federal, state, and local level.

DIFFERENTIATORS

- ✓ **20+ Years** hands-on IT support, including 10 years of remote enterprise operations and endpoint reliability
- ✓ **Credentialed Apple, Jamf & Microsoft Expertise:** Jamf 100/200/270/300, Apple Certified Support Professional (SUP-026), Azure & Microsoft 365 Fundamentals
- ✓ **Zero Trust-Ready Deployments** built for FERPA, HIPAA, and CMMC compliance requirements
- ✓ **Documentation-First Delivery:** clear outcomes, repeatable processes, stakeholder-ready reporting
- ✓ **Proven High-Trust Environment** experience: executive support, escalation handling, disciplined change execution

CORE COMPETENCIES

APPLE & JAMF

- ✓ **Jamf Pro Administration** — policies, configuration profiles, Smart Groups, scoping, Self Service, troubleshooting
- ✓ **Enterprise macOS Endpoint Support** — zero-touch, OOB/onboarding, software deployment, escalations

MICROSOFT & WINDOWS

- ✓ **Windows Level 1–4 Support** — 20+ years hands-on support spanning legacy Windows versions through Windows 11
- ✓ **Windows Deployment** — imaging, OS migration, and zero-touch endpoint provisioning
- ✓ **Microsoft Entra & Intune** — identity, conditional access, and modern MDM device management
- ✓ **Cross-Platform Environments** — unified Apple + Windows support with Microsoft 365 and Entra

SECURITY, COMPLIANCE & AUTOMATION

- ✓ **Zero Trust Architecture & Endpoint Security** — least-privilege access, device compliance enforcement, encryption posture
- ✓ **Compliance Operations** — FERPA-aligned for K-12, HIPAA-aligned for healthcare, CMMC/GovCon readiness
- ✓ **Automation & Documentation** — zsh/bash and PowerShell scripting, runbooks, SOPs

PAST PERFORMANCE

Humana (2015–2025)

Remote IT Specialist / Jamf Systems Engineer — enterprise Mac support, Jamf-managed workflows, cross-platform troubleshooting, Entra/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 three offices including executive support, imaging (Sysprep/SCCM), server room maintenance, and multi-site support (U.S. & Mexico).

CERTIFICATIONS & REGISTRATIONS

Jamf Channel Partner	Apple Technical Partner
Apple Certified Support Professional (SUP-026)	
Jamf 100 / 200 / 270 / 300	SAM.gov Registered
Microsoft Azure Fundamentals	Microsoft 365 Fundamentals
CompTIA Cloud Essentials	
eCornell: Executive Leadership (Nov 2024)	eCornell: Financial Management (Dec 2023)