

## EXPERTISE

macOS Client/Server internals, Windows XP/Vista/7/8/10, Windows Server, Active Directory, Group Policy, SCCM, Print Management, Mac/Windows imaging, Endpoint management, VMware ESXi, FreeNAS/TrueNAS, Jamf Pro, Cocoa, Swift, Bash, AppleScript, Google Apps Script, JavaScript, HTML, Email SPF/DKIM/DMARC, PC/Chromebook/Macintosh repair, PC building, Linux/BSD/UNIX, Google Workspace, Microsoft Office, Adobe Creative Suite (Photoshop, Illustrator, InDesign, AfterEffects), Chrome OS/Chromium, ffmpeg/libav, Analog/Digital video formats & conversion, User Experience (UX), 33 years of Apple Macintosh experience, 20 years of Windows experience. A+ Hardware/OS Certified, Apple Developer – Published on both iOS and Mac App Stores.

## ACHIEVEMENTS

- Developed an easy-to-use responsive-UI web tool to clarify the district's new health insurance plans, allowing employees to calculate their own scenarios. The insurance broker's own tool was unworkable for us. They said it was impossible that we could build a replacement due to the complexity.
- Created wide-reaching automated cloud-based systems for Chromebook logistics, including vendor repair communication, school disciplinary support, repair tracking/statistics, device and student history, and end-of-year returns. Operated and referenced by multiple faculty members across multiple sites.
- Technology pioneer for multiple large school districts. Paved the way for future migrations. Solved countless "show-stopper" bugs and issues before they became problems. Created bespoke MDM solutions before the term "MDM" existed.
- Created **Launchpad** – A enterprise menu bar app offering easy, instant, and standardized access to company-defined electronic resources (AFP/SMB/HTTP deep links, etc). Detects user's location or network availability and dynamically offers relevant resources and messages.
- Developed **Pictosaur** – An iPhone application to aid in taking a series of similarly-framed photographs of a specific subject's changes over time.
- Created **FlashFrozen** (née BashFlash) – a simple, non-obtrusive battery-saving menu bar app to monitor and neutralize overzealous Flash Player activity. Available on the Mac App Store, and rated one of Macworld's Top Mac Gems.
- Owner of **Techspanion LLC** - A critically-acclaimed software company that created audio/video compression and Mac OS X Server maintenance utilities.
- Created **VisualHub** - a powerful easy-to-use video conversion utility for Macintosh. Converts video files to several popular formats/devices. Winner of Macworld's Editor's Choice Award (Eddy). Translated into 13 languages.
- Created **AudialHub** - an easy-to-use audio conversion utility for Macintosh. Converts popular audio formats to several popular destination formats/devices.
- Created **Propagator** - A bulk file distributor for Mac OS X Server administrators to assist in the propagation or deletion of files and other user-specific items to thousands of accounts.
- Created **iSquint** - an easy-to-use award-winning iPod video conversion utility for Macintosh - featured internationally in magazines, websites and blogs. Translated into 13 languages. Over 1,000,000 users world-wide.

References available upon request.

## EMPLOYMENT

**Senior Network & Systems Specialist — 2012-Present**  
*Community Consolidated School District 21 – Wheeling, IL*  
Infrastructure architect, cybersecurity specialist, final point of escalation. Co-lead of building-level technicians. Windows/Macintosh/Chrome OS management for 7,000 users across 14 locations, custom solution creation, system imaging, high-level troubleshooting, deployment/inventory/logistics, iOS deployment. VMware, Windows, macOS, and Linux administrator.

**Senior Desktop Support Specialist — 2010-2012**  
*Schawk Retail Marketing – Chicago, IL*  
Macintosh/PC client management in multiple locations worldwide, custom solution creation, system imaging, high-level troubleshooting, Mac OS X Server, Jamf Casper, and Xserve VMware cluster administrator.

**Help Desk Analyst — 2006, 2007, 2009, 2010**  
*The Marketing Store – Oakbrook Terrace, IL*  
Macintosh/PC client management, system imaging, high-level troubleshooting, infrastructure projects.

**Owner/Operator — 2006–2008**  
*Techspanion LLC - Arlington Heights, IL*  
In charge of business operations, programming, support, marketing, and sales of Mac OS X video and server utilities.

**Technology Coordinator — 2004–2006**  
*Harry D. Jacobs High School - Algonquin, IL*  
Server/Network administration, support and maintenance. High-level troubleshooting, research and development, and instructional assistance for 150 faculty, 2,400 students, and fellow district tech coordinators. Mentored other techs and trained them on Mac OS X Server administration.

**IT Manager/Consultant — 2006**  
*Readeez LLC - Atlanta, GA*  
Remote administration and maintenance of an Xserve, Xserve RAID and XSan Fibre Channel network for video production. Consultant to company owner on video distribution methods, workflow optimization and general Macintosh use.

**Technology Assistant — 2002–2004**  
*John Hersey High School - Arlington Heights, IL*  
Server/client administration, support and maintenance. High-level troubleshooting, research and development, and instructional assistance for faculty and students.

**Genius Tech, Mac Specialist — 2001–2005**  
*Apple - Schaumburg, IL*  
Answering wide-ranging questions for customers and employees, software/hardware installation, high-level support and troubleshooting. Genius Bar triage.