Steve Harris

CONTACT

New York, NY
(347) 460-5557

PROFESSIONAL EXPERIENCE

System Administrator — Bowery Farming (Harvey Nash) — New York — 2023-Present

- Implemented, administered, maintained, and patch managed majority Apple environment on Kandji management
- Administered and patch managed Android and Windows PCs using Azure AD and Hexnode UEM
- Administered, maintained, and frequently quality checked twenty Zoom Rooms and A/V equipment for live all-hands meetings
- Administered business systems, accounts, network access, hardware asset management, improved process documentation
- Requested and provisioned new hardware and software informed by communication with leadership team
- Accepted Slack and walk-up requests for technical support and recorded in Atlassian Jira
- Documented internal process and improvements in Notion

Technology Specialist — Apple (TCS) — New York — 2022-2022

- Walked Services division end user and executive technical support escalations to resolution through relevant IS&T teams
- Advocated and promoted new on-site IS&T office services
- Accepted and encouraged walk-ins, Slack requests and ingested into ServiceNow to promote on-site IS&T
- Worked cross functionally with facilities, SREs, management to find solutions to persistence recurring on-site issues
- Accepted escalations from Apple Music leadership

Client Services Engineer — RFA — New York — 2020-2022

- Administered financial business systems: Azure Active Directory accounts, Cisco and Palo Alto networking, hardware life cycle management, Citrix VDI, Ivanti, Bloomberg, etc on Windows desktop and server in hedge funds of varying sizes
- Consulted and requisitioned new PC hardware and software purchases
- Completed outside work hours on-premises router, UPS, server exchanges, upgrades, and moves
- Scheduled and prioritized several clients' needs as tenants at managed services provider (MSP)
- Accepted incidents from level 1 and 2 helpdesk call center, analyzed and resolved in ConnectWise for billing

P1 Production Analyst — Walt Disney (Atos) — Burbank — 2019-2020

- Resolved P1 business system, network, security failures through collaborating with multiple operations teams
- Engaged in teamwork projects and cross-trained team due to specializing in troubleshooting Mac OS and hardware
- Promoted to Priority 1 for critical production systems
- Provided technical assistance and hardware requisitions to Walt Disney and ABC film and television productions
- Accepted incident escalations from helpdesk levels 1 to 2 and Bunsen Beakers Lab (BBL)
- Accepted special escalation requests from Disney Plus, In-House Games QA, and DevOps

Technology Support Analyst — American Public Media — Los Angeles — 2012-2019

- Implemented and administered on-premises Jamf Pro, Mac OS X patch management, and underlying operations
- Administered and maintained business systems, Windows Server, VMware ESX, Cisco networking, Active Directory accounts access, and specialized reporting (ENPS server) and audio applications (DAVID, Dalet, ENCO)
- Communicated to users regarding outages, upgrades, new features, and service/product discontinuation as well as process documentation on wiki and email
- Helpdesk support for reporters and staff in a fast-paced Mac and PC live and recorded audio production environment
- Prioritized and provided technical support for live broadcasting to millions and executives at all levels of the organization

PROFESSIONAL EXPERIENCE CONT'D

MDM Administrator   **Hyundai Capital America**   Irvine   2010-2012
- MDM administrator (Good for Enterprise) for nationwide district finance managers on iPhone and iPad
- Enhanced efficiency by implementing new processes in conjunction with data analyst and principal
- Level 1 and 2 helpdesk support via phone, email, and HP Service Center for Windows PC environment
- Coordinated, scheduled, and completed life cycle hardware refresh
- Provided executive support

Field Technician II   **The Getty (Unisys)**   Los Angeles   2010-2010
- Accepted escalations from level 1 helpdesk call center
- Provided level 2 technical support for 1000 users in museum, graphic artists, scholars and scientists
- Specialized in troubleshooting Mac OS and hardware, cross-trained technicians
- Worked closely with system administrators on Novell managed Windows PCs and Casper Suite managed Macs

Server Support Technician   **Shelby County Schools**   Memphis   2006-2010
- Certified for Apple computer hardware repair for Apple Self Servicing Institution
- Provided help desk support, break-fix, refresh, and improved process for more than 50,000 mostly Mac-based system at multiple school and non-education district sites
- Accepted escalations for high priority executive support incidents and requests
- Managed audio/visual system setup for recorded school board meetings
- Visited many sites per day in a company owned van
- Promoted from Desktop Support Technician to Server Support Team

Independent Contractor   **Freelance**   United States   2004-Present
- In-home and remote tech support, built web sites, consulted designed small business network infrastructure, cloud operations

EDUCATION

Management Information Systems	**University of Memphis**	Memphis	2003-2005
High School Diploma	**Craigmont High**	Memphis	2003

CERTIFICATES & SKILL COURSES

Microsoft Office Specialist	Microsoft	2003
Apple Certified Help Desk Specialist	Apple	2006
Apple Certified Portable Technician	Apple	2007
Apple Certified Support Professional	Apple	2012
A+	CompTIA	2010
Cisco Certified Network Associate	Cisco	2016
Python	Bootcamp	2020
DevOps Engineering	Bootcamp	2023
ML Ops Engineering	Bootcamp	2023

References available upon request