

Andrew Helme

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EXPERIENCE:

Jamf New York City (April 2016 – Present)

Education Services Engineer - Jamf Certified Expert

- Plan and facilitate four Jamf training classes to customers, prospects and partners to help organizations succeed with Apple;
- Proficient in Jamf Pro Server Administration using Ubuntu, CentOS, RHEL, Windows or macOS;
- Maintain advanced knowledge of Jamf products, integration strategies and related technologies;
- Subject Matter Expert for Jamf and provide clear, concise, and professional documentation;
- Travel as needed to remote locations for classes, managing budget requirements and travel details;
- Actively assist in the development of course content, training offerings, and processes;
- Point of contact for the New York City office for office management and logistical support;
- Train and act as a resource for new employees and partners;
- Create custom automations using shell script;

WebMD New York City (Sept 2014 – March 2016)

Lead Technical Support Engineer

- Manage a Desktop Services team providing strong leadership skills;
- Facilitate weekly meetings and help support team reach yearly goals;
- Manage all apple products using Jamf and related applications;
- Create mac images with corporate requirements and package software upon request to deploy to all systems;
- Facilitate weekly training on Mac Systems troubleshooting for Desktop Services Team;
- Create Apple and bash scripts to automate operations and increase productivity;
- Troubleshoot user issues through Walk-Up, ACD Call System, and tickets in Zen Desk;
- Manage multiple comprehensive projects utilizing time management guidelines;
- Place corporate wide mobile phone orders through AT&T or Verizon and oversee stock inventory;
- Promoted to Lead Desktop Support Engineer from Sr. Support Engineer within a few months of appointment.

Discovery Communications New York City (Dec 2013 – Sept 2014)

IT Technical Analyst

- Provide highest quality of technical support to the Discovery Corporate NY Office including support to executives;
- Handle and follow SLA requirements and manage tickets using ServiceNow Ticketing System;
- Work Directly with Mac Engineers to help deploy and manage Apple devices;
- Set up video conferencing systems for CEO & Executives;
- Develop Apple and Bash Scripts to automate efficiency.

Apple Store, Upper West Side New York City (Aug 2011 – Dec 2013)

Apple Certified Genius

- Apple Certified Technician responsible for troubleshooting and repairing Apple devices;
- Specialist in crowded/fast paced environments by utilizing multi-tasking skills;
- Participate regularly alongside management regarding new initiatives and mentor strategies to improve Genius Bar productivity;
- Mentor and orient new hires and new Geniuses and facilitate staff development workshops;
- Support Apple teams with sales, inventory, visuals, and service parts;
- Obtained Apple Certified Macintosh Technician & Apple Certified Support Professional certifications;

Freelance Web Design (Dec 2011 – June 2017)

- Provide individual web design using Wordpress;
- Knowledge with HTML, CSS;
- Provide custom graphics using Photoshop and Illustrator;
- Proactively seek out new clients by utilizing social networking skills and marketing.

SUNY, Oneonta Help Desk (Jan 2010 – May 2011)

Help Desk Support Consultant

- Provided technical assistance to users accessed by phone, walk-in, residence hall, classroom, or office;
- Assigned and logged call tickets using HEAT Power Desk (Front Range Solutions Software);
- Helped remove virus and spyware software from PC computers, to permit user to register to campus network.

CSDNET, Inc. (Summers 2008 & 2009)

Inventory Consultant

- Assigned to Syosset, NY Central School District to maintain inventory of all old and newly purchased hardware;
- Create and Deploy custom images to fit specific environment using Norton Ghost;
- Oversight of daily records of all equipment changes and reporting directly to the head of the IT Department;
- Provide support for all teams by installing, maintaining and troubleshooting equipment used by the district;
- Managed the Summer Student help.

UNIVERSITY EDUCATION:

State University of New York at Oneonta

Bachelor of Science in Computer Art (May 2011)

SKILLS:

macOS, iOS, Ubuntu, RHEL, CentOS, Windows, Android OS, Shell Script, MySQL, Apple Script, HTML, CSS, Jamf, Mobile Iron, Air Watch, Cisco Meraki, VMware Fusion, VMware ESXi, Parallels, Boot Camp, Active Directory, Open Directory, Apple Remote Desktop, Microsoft Remote Desktop, Active Directory, SCCM, Deploy Studio, Microsoft Exchange, Junos Pulse VPN, GSX, Microsoft Office Suite, Adobe Creative Suite, Citrix, Cisco Webex, Cisco Jabber, Blue Jeans, Okta, Avaya Phone Technologies, Bit Locker, Sharepoint, Team Viewer, Salesforce, Atlassian Jira, Confluence and HipChat, WordPress, Slack, Service Now, ZenDesk, HEAT Power Desk

CERTIFICATIONS:

Certified Jamf Technician, Certified Jamf Administrator, Certified Jamf Expert, Certified Server Administrator, Apple Certified Macintosh Technician, Apple Certified Support Professional, Dell Desktop/Laptop.