

Shaquir S Tannis

PROFESSIONAL PROFILE

Accomplished IT professional with expertise in Mac systems administration and technical support, complemented by broad-based knowledge of Windows, network, and security systems. Proven track record of implementing innovative solutions to enhance productivity and reliability in corporate environments.

TECHNICAL SKILLS

Systems: Mac OSX, Windows 7, Windows 10, Linux, Windows Server 2012/2016
Languages: Bash Shell, SQL, HTML, Python, REST API, Windows Batch, AppleScript
Software: JAMF (Formerly Casper), Microsoft Office 365, Google Apps, Intune, Adobe Suite, VPN software, Code42, LDAP, Kaseya, Revel POS, Apple Business Manager, DEP, ServiceNow, Nomad, JAMF Connect, Slack

CERTIFICATIONS

<ul style="list-style-type: none">• JAMF Certified Expert (JAMF 400, formerly CCE)• Apple Certified Support Professional (ACSP) 10.15• Cisco Certified Network Associate (CCNA)• Cisco Certified Network Associate Security (CCNA Security)• JAMF Certified Admin (JAMF 300, formerly CCA)• ITIL Foundation• CIW Site Development Associate• Apple Certified Mac Technician (ACMT)	<ul style="list-style-type: none">• CompTIA Security+• CompTIA Network+• CompTIA Linux+• CompTIA A+• CompTIA Project+• Apple Service Fundamentals• JAMF Certified Tech (JAMF 200, formerly CCT)• Google G Suite Administrator
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PROFESSIONAL EXPERIENCE

Systems Administrator - Corporate IT

Oct 2020 - present

Voleon – Berkeley, CA

As the lead Mac and iOS system administrator, I oversee the design and maintenance of the firm's Jamf MDM On-Prem instance. Additionally, I provide hardware and software support ranging from Level 1 to Level 3 for all of our users.

- Leverage script-based solutions, Jamf's Self Service, Extension Attributes, and Configuration Profiles to empower both local and international employees to address many of their needs independently as standard Mac users
- Streamlined the enrollment workflow for macOS and iPad devices by writing bash scripts and using tools such as SwiftDialog for efficiency and consistency during builds
- Create unique solutions to meet company administration needs while navigating the complexities resulting from Apple's heightened emphasis on user-focused hardened security measures
- Manage the client-side deployment of SSH configurations, proxy configurations, open-source VPN, and open-source backup solutions
- Maintain clear technical documentation, in-depth troubleshooting materials, and KB articles
- Strong command-line investigation and troubleshooting skills for resolving various user issues
- Collaborate closely with the Security team to secure our devices and safeguard our intellectual property

Senior IT Technician

July 2018 - Oct 2020

Chobani – New York, NY

Lead Mac Engineer responsible for the architecture and deployment of the JAMF management framework to all enterprise Mac users. Provide support and training for our IT team through leading Mac training meetings, scripting solutions of common issues, creating documentation, and handling escalation tickets. Responsible for proactively maintaining and upgrading our Chobani Café's technologies including digital signage, network and iPad Revel POS systems.

- Retired previous Mac management software Munki and implemented JAMF Pro
- Developed Zero Touch automated deployment solution utilizing Apple Business Manager and DEP
- Rolled out Nomad and JAMF Connect for AD account creation and password sync
- Created documentation on setting up machines and supporting end users
- Collaborate with security team and create device policies and profiles to practice the principle of least privilege
- Provide Tier 1-3 level support and escalations for Windows, IOS and Macs hardware and software issues
- Administer and deploy applications including Adobe Creative Cloud
- Create and utilize Bash Shell, AppleScript, Python, and API calls to automate processes and maintain devices

Lab Analyst Lead

May 2017 – July 2018

Lloyd Group – New York, NY

Ensured computer hardware and software met company and client standards. Configured and maintained deployment solutions to increase productivity, quality and machine build speed. Assigned team members' tickets, coordinated shipping, and set expectations with clients on machine builds. Perform quality checks and provided team and clients with any additional technical support that is needed.

- Developed and maintained MDT deployment for Windows 7, Windows 10, and Server 2012
- Leveraged scripts and automation to increase lab and onsite efficiency
- Diagnosed and provided root cause analysis for hardware and software issues
- Customized Mac and PC machines to meet standards for more than 125 companies
- Created and maintained high-quality documentation of relevant procedures
- Provided phone and email support to clients
- Remotely setup user machines through VPN access and Active Directory

Independent IT Consultant

June 2010 – Oct 2020

Self-Employed - New York, NY

Assess clients' requests and offer tailored solutions to match their specific needs. Repair client hardware and software while offering guidance to ensure their short-term and long-term goals are met.

- Craft and maintain websites utilizing SEO and branding expertise to ensure they receive proper levels of exposure
- Recover corrupt and damaged hard drives by utilizing forensic level techniques and tools
- Perform a wide range of hardware and software repairs on Macs, PCs, Android and IOS devices
- Stay up-to-date with latest technological trends and security vulnerabilities
- Research and test automated solutions in virtual lab to increase future productivity

IT Field Technician

June 2011 – September 2012

Morris County School District – Morris County, NJ

Worked effectively with coworkers and managers to assist in the rollout of major IT upgrades. Logically prioritized end-users' issues and created systematic plans to resolve incidents in a timely manner.

- Implemented scheduled repairs and upgrades for both Mac and PC machines and servers
- Shared feedback with co-workers to better execute business solutions
- Deployed Mac OS over the network in multiple classroom environments
- Troubleshoot and logged various networking issues to increase awareness of potential problems

EDUCATION

Bachelor of Science, Information Technology

Western Governors University, Salt Lake City, UT

- Studies focused on all aspects of IT security
- Courses included IT project management, writing and troubleshooting code, risk management, disaster recovery, and technical planning