



CHAZ CHAMBERLAIN

Principal Architect in MDM, EMM, and UEM Strategy

+19732957300 • chazzychamberlain@gmail.com • <https://www.linkedin.com/in/chazchamberlain/> • Perth Amboy, NJ

Summary

- **Strategic UEM/MDM Architect** with over a decade of experience in IT management and endpoint security. Expertise in modern Mobile Device Management (MDM) and cybersecurity initiatives. Key achievements include automating onboarding processes to reduce setup times by 40% and leading seamless transitions between major MDM platforms, such as migrating from VMware Workspace ONE to JAMF, ensuring uninterrupted business operations. Committed to driving secure, scalable, and efficient IT environments through innovative UEM solutions.

Experience

Apprentice.io

Remote

Director of IT

09/2021 - 11/2023

- Owned the complete lifecycle management of over 3,000 devices across Apple iOS, macOS, and Windows platforms. Ensured optimal performance, security, and compliance by implementing best practices for Unified Endpoint Management (UEM), maintaining a secure and efficient IT environment
- Directed the comprehensive management of Google Workspace tools. Focusing on optimizing security, enhancing system integrations, and improving collaboration across the organization to uphold high engineering standards and boost productivity
- Managed the rollout of key cybersecurity tools, including CrowdStrike and patch management systems, across the company, strengthening security protocols and reducing vulnerability risks
- Integrated and managed all OKTA-based SaaS applications, simplifying identity verification and ensuring seamless user access across the organization. This led to a 25% reduction in support tickets and enhanced overall security
- Responsible for the administration and optimization of key technologies including Slack, Google Workspace, Zoom, UNIFI, Monday.com, Atlassian, macOS, JAMF, Workspace ONE, Intune, and OKTA

ITV America

New York

IT Manager

03/2018 - 09/2021

- Elevated device security and management efficiency across 300+ mobile and PC/MAC platforms with MDM solutions
- Enhanced security protocols and facilitated efficient data access for 500+ users by engineering Mac server configurations
- Supervised a team responsible for the deployment and maintenance of desktop systems, ensuring efficient operation across Windows and Mac platforms
- Promoted collaboration between cross-functional teams by integrating disparate systems into unified platforms for improved communication and workflow efficiency

Medidata

New York, NY

Sr. Enterprise Support Specialist

03/2016 - 03/2018

- Led and coordinated our local Helpdesk Team, managing support operations across regional locations.
- Administered the Salesforce platform, overseeing the configuration and management of permission sets to ensure secure and appropriate access across the organization.
- Administer G Suites management including e-mail setup, troubleshooting and delegation via BetterCloud.
- Managed device provisioning, setup, and software deployment using Landesk, ensuring efficient and consistent configurations across the organization.
- Responsible for Asset Management, successfully tracked and managed approximately 2,500 hardware and software items through the procurement lifecycle. Cultivating vendor relationships resulting in improved vendor performance and cost savings of about 15%.

Experience

RMS

Hoboken, NJ

Senior Service Desk Engineer

06/2014 - 03/2016

- Owned and resolved user issues, achieving a 95% first-contact resolution rate by following up on open tickets and communicating progress in real time.
- Delivered comprehensive multi-tier IT support, resolving software, hardware, security, and network issues across various devices and platforms. Achieved a 98% resolution rate within SLA, ensuring seamless user experiences and maintaining system integrity.
- Developed and published comprehensive support documentation, reducing user training time by 40% and enhancing overall system adoption.
- Provided advanced Cisco Unity Call management and Microsoft Office 365 administration, ensuring seamless communication and collaboration across the organization.
- Efficiently managed global end-user accounts and service requests, including provisioning/de-provisioning IT services, phone setup, and laptop/desktop deployment, with a 99% accuracy rate.
- As a certified JAMF Admin, led the imaging and deployment of macOS devices, improving deployment efficiency by 25%.
- Deployed and managed SCCM for software distribution and endpoint management, ensuring 100% compliance with security and software updates across all devices.

Interpublic Group

New York, NY

Desktop Support Engineer

06/2011 - 06/2014

- Provided daily administrative and technical support for desktop workstations, printers, peripherals, and network issues, achieving a 95% first-call resolution rate.
- Created and responded to desktop-related tickets, implementing corrective actions or escalating when necessary, resulting in a 20% reduction in ticket resolution time.
- Managed the installation of software and hardware peripherals, applied security patches, and deployed antivirus updates, enhancing system security by 30%.
- Acted as the primary point of contact for local office administration, providing hardware/software support for file, print, and application servers, ensuring 99% uptime.
- Actively participated in infrastructure deployments and coordinated projects with global IT teams, contributing to the successful rollout of new systems within set timelines.
- Supported Avaya VoIP phone systems through the Site Console, maintaining seamless communication with 99% system availability.
- Led the migration from Windows XP to Windows 7, ensuring a smooth transition with minimal disruption to end users.

Whole Foods Market

Englewood Cliffs, United States

Desktop Support Engineer

05/2006 - 06/2010

- Provided technical support to over 5,000 users, ensuring seamless IT operations and achieving a 97% customer satisfaction rate.
- Directed IT support for regional offices, including direct and priority support for VPs and the President, resulting in a 20% reduction in response time for executive-level issues.
- Managed Active Directory tasks, including creating, modifying user accounts, and resetting passwords using scripting and AD management, ensuring 100% accuracy in user account management.
- Led the procurement of IT equipment, including servers, laptops, workstations, and cell phones, optimizing inventory levels and reducing procurement costs by 15%.
- Provided expert support for Blackberry devices and smartphones through BES Server, maintaining a 99% uptime for mobile users.
- Delivered comprehensive support for macOS environments, including legacy systems like Mac OS 9, OSX, and integration with Active Directory. Expertly managed critical applications such as Entourage, Adobe Creative Suite, and FileMaker, leading to a 30% improvement in overall system performance.

Certification

JAMF Certified Admin

CompTia A+

Education

Middlesex County College

Edison, NJ

Computer Science

09/2028

- In Progress (Bachelors)

Skills

Active Directory · Network Security · Azure · Windows Powershell · Firewalls · Sharepoint · CrowdStrike · Endpoint Security · Helpdesk · Gsuite · Switches · Intune · IOS · ITIL · Jamf · Linux · Mac OS · MDM (Mobile Device Management) · Microsoft 365 · Okta · Android · Microsoft Teams · Product Roadmap · SSO · Office 365 · VMWare · VMware ESXi · Windows · Atlassian Suite · GPO · Confluence · Jira · Crestron · Python/Bash · Apple IOS · Agile