

PROFESSIONAL SUMMARY:

Accomplished professional with extensive experience in the oversight, planning, design and delivery of enterprise IT solutions.

Experience with digital workspace solutions related to Enterprise Mobility Management (EMM), Mobile Device Management (MDM), Mobile Email Management (MEM), Mobile Application Management (MAM), and Security. Technical exposure to several platforms including Intune, MECM, Azure, Workspace One (AirWatch)

PROFESSIONAL EXPERIENCE:

UEM Solution Engineer, Zones LLC, Dallas, TX.

2/2021 – Present

- Design and implement mobile architecture / designs to ensure minimal risk and security controls are present across multiple platforms (Intune, Workspace One (AirWatch)
- Partner with project managers, developers, system analysts to evaluate and ensure security solutions, deployment (road map) plans and other requirements (compliance) across mobile technologies are addressed prior to implementation. (Azure, DaaS, iOS, Android).
- Product Provisioning (Certificates, App Deployment, Profiles) of Android Rugged Devices.
- Design QA/Lab device provisioning and internal asset management.
- Developed Proof of Concept (POC) testing prior to deployment of technical solutions (API, Applications, Payloads), along with current and future architect level system updates.
- Manage email migration, ABM / DEP roll-out, Windows Auto Pilot, active directory, server storage, and virtual environments utilizing Change Management practices.

UEM Engineer, Tangoe LLC, Dallas, TX.

7/2019 – 2/2021

- Manage and Deploy SaaS MDM. AirWatch and Intune.
- Implement, Improve and Maintain compliance policies and processes.
- Work with cross function teams and accomplish team goals for Clients.
- Level 3 Resource Mobility Engineer on Enterprise Level.
- Resolved T3 Incident tickets and work with T1/T2 on resolving Client Incidents.
- Manage KME, DEP, ABM for Clients.
- Configure Android Enterprise and Apple Business Manager.
- Assist Project Managers with Mobility Roll outs dealing with Applications, New Products, Software upgrades.
- Publish Application Packages for iOS, Android, and Windows endpoints.
- Configured Staging Enrollments for Zebra via StageNow. Configured Honeywell Staging Enrollments.
- Configure Multiple Device Enrollments methods. Barcodes, QR codes, etc.
- 3rd party software integration within MDM platforms.
- Documentation creation for projects and Knowledge Base.
- O365 Integration with all platforms.
- Validate and test Production Azure AD environment as it pertains to Autopilot/Intune readiness. Validate and test and associate the Mobile Device Management (MDM) and Mobile Application Management (MAM) aspects of the Azure configuration.

Enterprise Mobility Engineer (Contract), Abbott Labs, Dallas, TX.

3/2018 – 4/2019

- Manage On-Prem Mobile enterprise environment, supporting 26,000+ Apple (iOS), Android (Rugged), and Windows devices within Workspace One (AirWatch)
- Design and implement mobile architecture / designs to ensure minimal risk and security controls are present (domestic and internationally).
- Partner with project managers, developers, system analysts to evaluate and ensure security solutions, deployment (road map) plans and other requirements (compliance) across mobile technologies are addressed prior to implementation.
- Product Provisioning (Certificates, App Deployment, Profiles) of Android Rugged Devices
- Developed Proof of Concept (POC) testing prior to deployment of technical solutions (API, Applications, Payloads), along with current and future architect level system updates.
- Manage email migration, DEP roll-out, active directory, server storage, and virtual environments utilizing Change Management practices.
- Tier / Level 3 management of Support Team's ticket queue (Android, IOS, Windows)

Systems Engineer – Mobility TekSystems, Dallas, TX.

7/2017 – 3/2018

- Performed Architect level Upgrades to Enterprise Mobility environment (Workspace One AirWatch), 40,000+ Apple (iOS), Android (Rugged) devices.
- Developed enterprise standards in partnership with Engineering, Infrastructure and Security solution teams.
- Deployed Operating Systems (OS) migrations and in-house applications, along with after-hours application and patch server deployments.
- Product Provisioning (Certificates, App Deployment, Profiles) of Rugged Devices (Zebra), configured Launcher profiles.

- Managed projects supporting active directory, server storage, and virtual environments using Change Management procedures.
- Performed Operational Support Systems (OSS) / Business Support Systems (BSS) validation testing ensuring customer validation within internal MSS systems.
- Daily management of Support Team's ticket queue.

End Point Engineer – Mobility ComTek , Dallas, TX.

5/2016 – 11/2017

- Managed Mobile (Workspace One AirWatch) enterprise environment, supporting 15,000+ Apple (iOS) devices.
- Design and implement mobile architecture / designs to ensure minimal risk and security controls are present (domestic and internationally).
- Partner with project managers, developers, system analysts to evaluate and ensure security solutions, deployment (road map) plans and other requirements (compliance) across mobile technologies are addressed prior to implementation.
- Developed Proof of Concept (POC) testing prior to deployment of technical solutions (Applications, Payloads), along with current and future architect level system updates.
- Manage email migration, DEP roll-out, active directory, server storage, and virtual environments utilizing Change Management practices.
- Tier / Level 3 management of Support Team's ticket queue (Android, IOS, Windows)

Mobile Support Engineer, Omni Integration, Dallas, TX.

1/2014 – 5/2016

- Performed Architect level upgrades to Enterprise Mobility environment.
- Developed enterprise standards in partnership with Engineering, Infrastructure and Security solution teams.
- Deployed Operating Systems (OS) migrations and in-house applications, along with after-hours application and patch server deployments.
- Daily management of Support Team's ticket queue.
- Managed projects supporting active directory, server storage, and virtual environments using Change Management procedures.

Mobility Systems Engineer – MDM, KEA Group LLC, Dallas, TX

4/2013 – 11/2013

- Worked with the Project Manager and mobility teams to conduct testing with a new mobility environment.
- Completed architecture assessments across platforms to transition to enterprise solution.
- Implemented and performed departmental training on Cloud Connector.
- Installed and tested AirWatch Secure Content Locker within the client's environment to ensure operability.

EDUCATION AND CERTIFICATIONS:

TOGAF Foundation
 Azure Fundamentals
 Jamf 100
 VMWare Mobility Management Certification
 VMWare Desktop and App Virtualization Certification
 MobileIron Cloud Certification
 SDN – Software Defined Networks
 ITIL Foundation
 SDLC – Software Development Life Cycle