







JUSTIN MEADER

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OBJECTIVE

Justin Meader is an IT support professional focused in the area of Apple product integration and support. His goal is to obtain a position where he can use his knowledge and passion to engineer solutions that empower creative professionals to do their best work.

Specialties: Support of Apple platforms (OS X and iOS), mobile device support, system deployment, writing (creative and technical), communication (verbal and written), social media, web production

EMPLOYMENT

Systems Administrator at IGN

San Francisco, California

ign.com

August 2015 – March 2016

Supported 250+ users on-site alongside several offices across the globe. Managed a Microsoft Active Directory environment running primarily on Microsoft Hypervisor virtual machines. Assisted in the deployment of servers in Amazon Web Services environment in support of larger web initiatives for one of the top 400 most trafficked websites in the world.

Desktop Support Analyst II at Blackbaud

Bedford, New Hampshire

k12.blackbaud.com

March 2014 – July 2015

Primary support for a site of 100+ customers, providing service and engineering solutions to improve employee experience and inspire collaboration. Technologies managed include Windows Active Directory, Google Apps for Business, OS X Server, Asterisk/FreePBX, SVN, and more.

Lead integration efforts for end-user and server environments into new parent company's infrastructure, while finding ways to mitigate downtime and degradation of the end-user experience. Assisting in Google Apps to Office 365 migration, and deployment/management of endpoints using Dell KACE. Heavy focus on project work while continuing to provide excellent customer service within company SLAs.

Apple Systems Analyst at Timberland/VF Corporation

Stratham, New Hampshire

timberland.com

January 2009 – May 2013

Providing top-notch customer support to end-users of varying technologies and technical abilities. Focused on support of Apple and Blackberry technologies, with strong successes in bringing creative professionals up-to-date with the latest in hardware and software.

Special Agent at Geek Squad

Portsmouth, New Hampshire

geek squad.com

May 2005 – October 2010

Delivered cost-effective and industry-leading solutions to small business customers in the Greater Boston area, with focus on 24/7 customer support on a 1-1 level. Received several awards of recognition from both employer and peers.

CERTIFICATIONS

JAMF Certified Casper Administrator

April 2012

JAMF Certified Mobile Administrator

April 2012

ITIL v3 Foundation

June 2011

Apple Certified Technical Coordinator

May 2011

Apple Certified System Administrator

April 2010

LANGUAGES



English



SKILLS



JOB-RELATED

- Mac OS X, Mac OS X Server, Mixed environment, End-user Support
- iOS, Windows Desktop, JAMF Casper Suite
- ITIL, Windows Server, Active Directory
- Microsoft Exchange, CMS Management
- Amazon Web Services

TRANSFERABLE

Social Media, Video streaming, Podcast production, Web production, Communication, Remote support, Writing (technical and creative), Audio and video creation and editing