

Malik Evans

📞 (617) 555-7428 ✉️ malik.evans@example.com 💼 linkedin.com/example/malikevans 📍 Cambridge, MA 02139

SUMMARY

Senior Desktop Technician with nine years of enterprise support experience across academic, healthcare, research, and university settings. Provides discreet, high touch service for executives, faculty leaders, researchers, and administrative teams, with deep macOS expertise and strong Windows capability. Owns high visibility incidents from intake through verified resolution, coordinating networking, systems, security, audiovisual, application, and vendor resources without losing accountability. Uses Jamf for Mac configuration, policy management, software deployment, security validation, and lifecycle support. Supports **Microsoft 365, mobile devices, collaboration tools**, conference rooms, executive offices, **leadership briefings**, and urgent events. Communicates concise technical updates to senior stakeholders, develops durable fixes for recurring problems, and improves knowledge documentation. Brings calm judgment and dependable service to sensitive technology environments.

EXPERIENCE

Senior Desktop Support Specialist, Executive Services March 2024 - Present
Beacon Hill Health Sciences Center Boston, MA

Leads executive technology support across clinical, research, and academic leadership, owning sensitive incidents, endpoint operations, meeting technology, and service improvements.

- Supported 28 executives and administrative partners across clinical, research, and academic leadership environments.
- Owned high priority incidents through resolution, coordinating device, identity, network, **security**, and application specialists.
- Managed executive Macs through **Jamf** policies, configuration profiles, software changes, and performance troubleshooting.
- Supported Microsoft 365, **Windows**, mobile devices, collaboration tools, **conference rooms**, and leadership events.
- Converted recurring support patterns into knowledge articles, preventive checks, and team service improvements.

Desktop Support Engineer June 2021 - February 2024
Charles River Research University Cambridge, MA

Supported faculty, principal investigators, administrators, and research teams across mixed Mac and Windows environments, with ownership of endpoint, collaboration, conferencing, and service documentation improvements.

- Supported faculty, principal investigators, administrators, and research staff across laboratories and academic offices.
- Administered Jamf policies and configurations for **macOS** enrollment, deployment, authentication, encryption, and performance.
- Escalated **Microsoft 365**, collaboration, **endpoint**, and conferencing incidents through infrastructure and security partnerships.
- Delivered on site and remote support around academic deadlines, presentations, leadership meetings, and research events.
- Validated conference room **systems** with **audiovisual** staff and vendors before major meetings and live presentations.

Desktop Support Technician August 2019 - May 2021
Baystate Clinical Education Network Waltham, MA

Delivered endpoint and meeting technology support for clinical educators, administrators, and department leaders, protecting continuity across teaching, presentation, and executive activities.

- Delivered desktop support for clinical educators, administrators, and leaders using **Mac, Windows**, and Microsoft 365.
- Diagnosed endpoint, account, application, peripheral, and connectivity issues through structured triage and evidence.
- Refreshed Mac and Windows devices while preserving settings and validating application access before transitions.
- Prepared virtual and in room teaching sessions with checks for audio, displays, conferencing, and collaboration.
- Expanded documentation for recurring Mac, Windows, **Microsoft 365**, and conferencing problems across support workflows.

IT Support Specialist July 2017 - July 2019
Merrimack University Services Lowell, MA

Provided campus technology support for faculty and administrative users, building foundational macOS expertise while improving deployment readiness, event coverage, and knowledge resources.

- Supported faculty and administrative users across Mac, **Windows**, productivity applications, printers, and **mobile devices**.
- Troubleshoot profiles, software, network access, peripherals, and operating system issues in mixed environments.
- Resolved service desk escalations through interviews, diagnostics, procedures, and infrastructure coordination.
- Prepared faculty and staff computers with required software, access, security settings, and peripherals.
- Added recurring fixes and setup procedures to knowledge resources for consistent technician support.

PROJECTS

Executive Endpoint Continuity 📅 2025

Recurring Mac performance and configuration issues became a service opportunity. Jamf checks, preventive guidance, and knowledge documentation helped executive support resolve patterns with less disruption.

Leadership Meeting Technology Readiness 📅 2023

High profile meetings left little room for technical surprises. Pre event conference room validation with audiovisual partners improved readiness for presentations and governance sessions.

LEADERSHIP & AWARDS

- Recognized by executive services leadership for dependable ownership of sensitive, high visibility technology incidents.
- Selected as a trusted escalation resource for Mac, Microsoft 365, conferencing, and executive support issues.
- Commended by support peers for clear documentation and practical fixes that improved recurring service workflows.

EDUCATION

Bachelor's Degree in Information Technology2017

University of Massachusetts Lowell GPA: 3.5Lowell, MA

Coursework: macOS support, Windows administration, networking fundamentals, information security

CERTIFICATIONS

- Jamf Certified Tech 📅 2025
- Microsoft 365 Certified: Endpoint Administrator Associate 📅 2024

TECHNICAL SKILLS

- **Apple Device Management:** Jamf Pro, macOS, Configuration Profiles
- **Windows Administration:** Windows, Microsoft 365, Endpoint Administration
- **Endpoint Security:** FileVault, Security Settings, Device Encryption
- **Mobile Device Support:** iPhone, iPad, Mobile Device Configuration
- **Collaboration Platforms:** Microsoft Teams, Zoom, Microsoft 365
- **Audiovisual Systems:** Conference Rooms, Displays, Audio Systems
- **Incident Management:** Incident Triage, Escalation, Resolution Verification
- **Enterprise Applications:** Microsoft 365, Collaboration Applications, Research Applications
- **Service Documentation:** Knowledge Articles, Support Procedures, Preventive Checks
- **Stakeholder Communication:** Executive Briefings, Status Updates, Vendor Coordination
- **Academic Technology:** Faculty Support, Research Support, Governance Meetings
- **Desktop Lifecycle:** Device Refresh, Software Deployment, Replacement Preparation

SKILLS

- Executive Support
 - macOS
 - Jamf
 - Windows
- Microsoft 365
 - Mobile Support
 - Collaboration Tools
 - Conferencing
- Audiovisual Support
 - Incident Ownership
 - Rapid Triage
 - Executive Communication
- Academic Medical IT
 - Vendor Coordination
 - Service Improvement

PROFESSIONAL AFFILIATIONS

- Academic technology support community contributor, sharing practical endpoint and service documentation practices.
- Healthcare information technology peer network participant, exchanging support methods for sensitive clinical and research environments.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST