

# MARCUS HESSE

## SYSTEMS & SOFTWARE ENGINEER

### CONTACT

Portfolio: marcushesse.com  
marcushe@gmail.com  
919-442-8124  
Chapel Hill, NC

### EDUCATION

Bachelors: Management of  
Information Systems (MIS)  
UNC Charlotte

Bachelors: Operations Management  
UNC Charlotte

Student IT Secretary  
UNC Charlotte

### SKILLS

Apple, Windows, and Linux Endpoint  
Management

AWS Lambda Cloud Services

API Data Dashboards

Custom REST API Calls

Advanced Bash, PowerShell, and  
Python Scripting

Apple Device Provisioning

Google Workspace Administration

SSO Local Device Integration

Apple Certified Support Professional  
(ACSP)

CompTIA A+, Network+, Linux+, &  
Cloud+ Certified

Jamf 100, Mosyle Admin, and Azure  
AZ-900 Certified

### INTERESTS

Road and Mountain Biking  
Road and Trail Running  
Traveling Latin America  
Hiked 12% of Appalachian Trail

### SYSTEMS & SOFTWARE ENGINEER SUMMARY

- Passionate IT Systems & Software Engineer specializing in Apple & Windows management, automation, cloud services, and software development to optimize IT operations
- Managed a 10,000 device MDM migration for the Anchorage School District of Alaska
- Built cloud dashboards for real-time MSP help desk ticketing and billing insights, enhancing operations
- Managed ~2,000 Macs & PCs for Duke University School of Medicine in a HIPAA-compliant environment
- Developed cloud-based API installers to streamline software licensing for an MSP
- Thousands of on-site service calls across a variety of locations with a smile

### PROFESSIONAL EXPERIENCE

#### FOCUS TECHNOLOGIES, NYC

Software Engineer / December 2023 - Present

- Fully re-engineered customer device patching policy for Mac & Windows
- Built cloud dashboards for real-time help desk utilization and billing insights
- Rearchitected Apple platform provisioning for all customers
- Instituted LAPS password security across all customer devices
- Migrated 50+ Apple MDM push certificates to prevent a Mac fleet reformatting
- Pioneered Apple Business Federation for multiple customers

#### BLACK GLOVE

Systems Engineer / September 2021 - November 2023

- Led 10,000-device MDM migration for Anchorage School District, Jamf Pro to Mosyle
- Led Mac platform adoption with Windows feature parity for a Fortune 500 company
- Automated Google Workspace on & offboardings for a process overwhelmed client
- Facilitated provisioning and deployment of 40,000 new iPads to Polk County, FL
- Wrote automated MDM migration and macOS Update enforcement software

#### DUKE UNIVERSITY

IT Analyst / January 2021 - September 2021

- Consulted improvements to MDM device management in a highly secure environment
- Improved employee productivity and satisfaction with a display modernization project
- Processed over 1,000 on & off-site support tickets in a limited time frame
- Worked along-side key corporate IT administrative staff

#### NET FRIENDS

Senior Desktop Support Specialist / May 2002 - December 2020

- 14 years of experience supporting hundreds of on-site clients across various industries
- Led the effort to modernize device management with MDM and RMM solutions
- Initial support contract with Duke University across a colorful variety of departments
- Performed thousands of on-site service calls with a smile
- Company lead Apple technical representative for several years

#### APPLE, INC

Apple Campus Rep / February 2005 - December 2009

- Influenced Apple Sales at UNC Charlotte & Central Piedmont Community College
- President of the Campus Macintosh Users Group 'Miner-MUG'
- Experienced Apple from inside the organization over four years, visiting 1 Infinite Loop