# Marcus Hesse
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Chapel Hill, NC

## Objective
Enthusiastically provide top-tier IT solutions, device management & systems engineering.

## Special Awards
Net Friends, Inc "Outstanding Employee" award
Apple Certified Support Professional (ACSP) & iOS Deployment Essentials Certified
CompTIA A+, Network +, and Linux + Certified
Jamf 100, Mosyle Admin, and Azure AZ-900 Certifications

## Qualifications
- Senior-level Apple management, consulting, engineering, and technical expertise across multiple industries
- Delivered multiple sophisticated macOS solutions written in bash shell with GUI
- Experience throughout home, small & medium businesses, K-12 & Higher Ed, enterprise, and medical HIPPA environments
- More than 11,000 support tickets closed throughout career
- Progressive viewpoint of general technology encompasses additional strong Microsoft Windows and Linux comprehensions
- Experienced career from multiple aspects as a technician, engineer, student body representative, and dedicated hobbyist
- Dual bachelor degrees in Management of Information Systems & Operations Management.

## Focus

**IT Systems Engineering:** Competent in SSO Authentications, REST API calls & tokens, Amazon Lamda, CIS Compliance, etc.

**Endpoint Management:** Enterprise-level abilities in Jamf Pro, Mosyle, and Intune MDM's. Adept RMM Experience as well.

**Apple Consulting:** 20+ Years experience and dedication to the Apple platforms and ecosystems.

**Organization Management:** Google Admin Suite & Azure. Capable with planning tools such as Confluence, Jira, Asana & Miro.

**Shell Scripting:** Fully capable bash shell scripting with API calls incorporating third party GUI tools such as IBM Notifier.

**PC Desktop & Network Support:** Substantial understanding of Windows desktop computing environments encompassing Active Directory, Group Policy, Batch files, and management tool IBM BigFix.

**Media Creation:** Stunning media creations capable in Photoshop, Wordpress, iMovie, Apple iWork platforms.

**Customer Friendly:** Dedication to the enjoyable experience of the customer.

## Employment

**Black Glove:**
Remote, NC
September 2021 - Current
Systems Engineer
Acted as lead Systems Engineer for a startup of former Apple Employees. Performed contracted managed services, consulting, engineering, and mass device provisioning for multiple fortune 100 companies, large United States school districts, small & medium sized businesses.

**Duke University:**
Durham, NC
January 2021 - September 2021
IT Analyst
Provided essential on-site IT service and support for the Duke University School of Medicine. Duties included in-person IT support & equipment purchasing for researchers, physicians, faculty, and staff in an enterprise medical environment.

**Net Friends:**
Durham, NC
January 2009 – December 2020
Sen. Desktop Support Specialist
Performed extensive Apple, Windows, and Linux consulting, troubleshooting, user support, network support, endpoint management, etc throughout Duke University as well as dozens of various local businesses and home customers over twelve years, in a highly-paced MSP environment.

**UNC-Charlotte:**
August 2007 - December 2009
Represented the IT needs of student body during an appointed position within the Student Government's Executive Cabinet. Responsibilities included special IT assignments, infrastructure IT planning, and assistance in university project management & decisions.

**Apple, Inc:**
Charlotte, NC
February 2005 – December 2009
Apple Campus Rep
Performed marketing, sales, and promotions for Apple at UNC-Charlotte and Central Piedmont Community College. Worked closely with regional South East Apple Sales Executives and Engineers.

## Education

**UNC Charlotte:** August 2004 – December 2008
- Completed dual bachelors degrees of Management of Information Systems (MIS) and Operations Management.