

Christopher Olaya

chrisolaya@gmail.com ❖ New York City, NY

WORK EXPERIENCE

Templafy

Associate System Administrator

February 2021 – Present

New York, NY

- Administration of 365, AAD, SharePoint, Teams, Slack and Zoom - ITSM via Zendesk and Freshservice
- Design, test and deploy EndPoint (Intune) security policies from ASR rules to enterprise apps and SSO
- Automate and scale processes/integrations using PowerShell deployed scripts and remediations
- Mitigate threats and enforce compliance, MDM / MAM via Microsoft Endpoint Manager / 365 Defender
- Security-first architecture in a Zero Trust environment, achieving SOC, ISO and GDPR security standards

mac-tech

Engineer

September 2019 – February 2021

New York, NY

- Track tickets and projects via ConnectWise maintaining SLAs for resolution and response time
- E-mail security from MFA to DLP; Migrated Kerio, Intermedia and Exchange to 365, Google Workspace
- Provisioned and managed Windows / macOS via Meraki, VMware Workspace ONE, Mosyle and Jamf
- Network admin via UniFi, Meraki, Cisco, SonicWall, monitored backups on Acronis, Backblaze, CrashPlan

T-Mobile

Associate Manager

May 2012 – September 2019

New York, NY

- Led a team of 20, exceeding performance KPI's at the highest volume store in the US - including scheduling, accounting, sales reports, quotas, PIPs, deposits, inventory procurement, merchandising, visual displays, audit compliance and customer relations (NPS)

The Little Laptop Shop

Technical Support

August 2010 – January 2012

New York, NY

- Triage service tickets, documented SOPs, refined troubleshooting methodologies

AT&T

Assistant Manager

April 2009 – May 2010

New York, NY

Apple

Specialist

September 2007 – January 2009

New York, NY

EDUCATION

CUNY New York City College of Technology

Bachelor of Science - BS, Computer Science

Brooklyn, NY

CERTIFICATIONS & SKILLS

- ACSP, Google Cloud Certified Google Workspace Administrator, Jamf Associate, Google IT Support Professional Certificate / CompTIA A+ Dual Credential, Microsoft Certified Azure Administrator: AZ104
- Configured 365, Azure AD, IAM, VMware Workspace ONE, AWS, Google Workspace, Jamf
- Exposure to VMs, encompassing RBAC, LDAP, File, Mail, VPN and Linux servers
- Adept with network principles (DNS, DHCP, TCP/IP, firewalls, NAS, routers, servers, switches, APs)
- Knowledge of PowerShell, Azure CLI and languages: Python, Bash, JSON, HTML
- Fluent in Spanish with both verbal and written skills; competent typist, averaging 70 WPM