

JOSH HAMM

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AppleOS Engineer | Project Management Expert | IT Operations Specialist

"Championing Business Process Success by Commanding Technical Change Management Initiatives"

Analytical IT management professional with 5+ years of extensive experience managing a diverse range of tasks to contribute towards revenue growth and organizational success.

- Disciplined leader who has demonstrated exemplary leadership capacity throughout government-led and private employment
- Highly motivated self-starter able to increase productivity by utilizing skills learned through expertise to define process improvement opportunities, coordinate with cross-functional teams, and maintain usability of software/hardware/networks.
- Systems engineer with a commendable understanding of various facets revolving around organizational development while emphasizing the importance of complying with ethical, legal, and company standards.
- Responsive team collaborator using a remarkable skill set to translate requirements into results by deescalating issues, acknowledging needs, developing solutions, engaging with users, capacity planning, scaling systems, and reporting project progress.
- Credible expert who leads within various levels of the organization with the fundamental intent of reaching a shared vision towards the success of efficient teams that specialize in continuous workflow improvement objectives.

CORE COMPETENCIES

Project Management Skills | User Acceptance Testing | User Needs Analysis | Defects Tracking & Logging | Reports Writing | Hands-on Incident Management | Service Request Management | Continual Service Improvement | Resource Allocation | Data Quality Assurance | Database Management | Ability to Mentor Teams | Strategic Direction | Comprehensive Online Research | Data Collection and Maintenance | Analytical Documentation | Program Planning & Reporting | Workforce Coaching & Training | Risk Assessment & Monitoring | Administrative Support Expertise | Fast-paced Conflict Resolution | Systems Engineering | Features Prioritization | Remote & On-site Management Skills | New Features Delivery |

TECHNICAL SKILLS

| Active Directory | Microsoft Entra | Microsoft Azure | Intune | Addigy MDM | AppleOS Environment | Hyper-V | VMware | Network Equipment Management | MDT | Microsoft Office Suite | Server Maintenance |

PROFESSIONAL EXPERIENCE

Network Operations Engineer ♦ Nexigen, Newport KY

July 2024 - Present

Diversified skill set providing assistance remotely and on-site to clients within multi-faceted environments

- Providing leadership and mentoring to Service Desk agents in handling of tier one support
- Management of internal MDM systems and client MDM management
- Utilization of Addigy MDM for AppleOS clients
- Utilization of Intune MDM for Windows based clients
- Utilization of Mosyle MDM for AppleOS clients within a school environment
- Management and maintenance of internal Nexigen data center servers
- Maintaining knowledge of emerging technologies through continuous review of IT publications

Key Accomplishments:

- Managed the integration of Mac specific Addigy MDM software for use within client environments
- Created and maintained the first production run of Addigy deployment to a client environment
- Recognized as the AppleOS SME

Systems Engineer ◇ Nexigen, Newport KY

July 2022 - July 2024

Diversified skill set providing assistance remotely and on-site to clients within multi-faceted environments

- Providing leadership and mentoring to Service Desk agents in handling of tier one support
- Expertly maintain proper configurations, fresh imaging, and provide troubleshooting for the software utilized.
- Providing after-hours on-call support for high priority technical issues
- Serve as a field technician supporting clients within the tri-state area
- Providing technical support for network devices including switches, routers, and firewalls
- Utilize IT virtual technologies such as Hyper-V and Dell VMware
- Expertise in Microsoft technologies such as Windows Servers, Exchange, Office365, and SharePoint
- Maintaining knowledge of emerging technologies through continuous review of IT publications

Key Accomplishments:

- Managed the integration of Mac specific Addigy MDM software for use within client environments
- Created and maintained the first production run of Addigy deployment to a client environment
- Recognized as the AppleOS SME
- Assisted with project acquisition and integration of a large wealth management firm as the primary on-site contact
- Worked within a secure ITAR facility to provide on-site technical services for aerospace manufacturing

Senior Systems Engineer ◇ Cognizant, Hebron, KY

February 2021-July 2022

Apply accountability, strong attention to detail, logical decision making, administration experience, and creative vision to drive the technical management strategy for a company that promotes impact through technological innovation.

- Provided leadership to solutions on a diverse array of complex problems where resolution requires thorough evaluation and selection of methodologies.
- Expertly maintain proper configurations, fresh imaging, and provide troubleshooting for the software utilized.
- Facilitate on-site validation to ensure functionality of all systems after planned maintenance or server outages.
- Serve as a field technician supporting 2+ offsite locations in the Kentucky/Cincinnati area.

Key Accomplishments:

- Utilized strong analytical skills by supporting 100+ remote workers as well as 10+ parts distribution centers in North America.
- Recognized for leveraging networking knowledge by handling the maintenance of 5+ data rooms and 13 data cabinets.
- Conducted support for the following hardware: JLT mobile terminals, HP/Canon/Zebra printers, barcode scanners, table scales, yard scales, Cubiscan 3D scales, Yard Pilot tablets, automated tugger jacks, Surface Hubs, projector systems, SmartBoards, Cisco phones, Polycom phones, and company provided iPhones and iPads.
- Executed multifaceted technical support for 100+ desktops and laptops under minimal supervision.

Firearms Supervisor ◇ AAFES, Ft. Meade, MD

April 2018-October 2018

Successfully enforced end-to-end controls for compliance with mandatory firearm display guidelines and storage procedures.

- Effectively delivered active functional support by daily monitoring and storing firearms as per assigned standards.
- Implemented an effective inventory management system which promoted better accountability for firearms.
- Ensured optimum accuracy of all paperwork between multiple federal and state regulatory agencies.
- Appreciated for reducing time to completion related to information entry via new software.

Key Accomplishments:

- Credited for accomplishing a perfect score in customer satisfaction survey within only the first week of service.
- Instrumental for translating work requirements into executable plans and schedules for 5+ team members.

Administrative Assistant ◇ Nate Holyoke Builders, Bar Harbor, ME

April 2016-January 2017

Spearheaded the simultaneous management of multiple administrative support portfolios for the organization.

- Achieved and surpassed daily goals and timely completed projects under minimal supervision.
- Maintained employee/subcontractor records for future reference; streamlined feedback process associated with work-in-progress and engineering design via ProCore software.
- Maintained a safe and clean work environment, resulting in the maximization of office efficiency levels.
- Organized the pickup and delivery of materials and equipment for continuous work at site.

Key Accomplishments:

- Provided coaching, mentoring, operational direction to a team composed of 10+ members.
- Earned the distinction of receiving a promotion from laborer to administrative assistant within only 1+ year of service.

Basic Signals Intelligence ◊ U.S. Marine Corps, Monterey, CA

November 2014-April 2016

Drove the development and implementation of optimum productivity and growth in multiple on-site support operations.

- Sustained an efficient administrative office setting by managing arriving marines to meet unit expectations and daily tasks.
- Improved multi-skilled competencies of junior marines related to military education and Korean language through mentorship.
- Streamlined accountability process using MS Excel to upload accountability to HQ Marine Corps ahead of schedule.
- Successfully passed leadership and ethics seminars to gain eligibility for high-level promotions.

Key Accomplishments:

- Ensured the delivery of quality support for management and direction of 250+ marines.
- Strategically monitored 10+ events and communicated biweekly reports to senior management for informed decision-making.
- Commended for volunteer activities at the 2015 San Francisco Korean Festival.

EDUCATION

Bachelor's Degree in Information Technology, Arizona State University, 2023

CERTIFICATIONS & LICENSES

AWS Cloud Practitioner, Addigy Basic Certification