

# Allen Myers



## About Me:

IT Professional with over eight years of experience in object-oriented programming, back-end and front-end development, mobile development, IT service delivery, and support for corporate organizations with high levels of customer satisfaction. I stay current with technology trends, maintain detailed documentation, and develop strategies for server and workstation management. My background includes high-level technical support, process improvement, and project management, with expertise in system configuration, identity management, and help desk documentation. I possess strong skills in math, time management, organization, team management, and have a knack for customer service, communication, and multitasking. In my free time, I am often found outdoors biking, photographing interesting trees, googling how to cook things in my air fryer, baking a mocha cheesecake, or practicing my carpool karaoke.

## Work Experience:

### Senior Network Engineer-CPSHR Consulting-Sacramento CA-April 2024-Present.

Responsibilities include the design, deployment, and maintenance of endpoint vision for devices running Windows 11, ensuring optimal performance and security. Provide 2nd level support for hardware and software incidents, requests, and projects, resolving issues promptly to minimize downtime across a large portfolio of applications and hardware. I manage and strategize for O365 components, including Exchange, SharePoint, Security, Compliance, and Endpoint Management, while performing maintenance and deploying upgrades to ensure computers and network devices are up to date. My role includes maintaining comprehensive documentation of standards and policies related to the technical support ecosystem, developing and managing strategies for servers and workstations, and overseeing the strategy and operations of Microsoft Intune, including formulating device and application management policies and establishing implementation plans for new solutions. Additionally, I utilize Azure pipelines to deploy custom software solutions for our enterprise applications to support a wide range of custom, client specific, software needs.

### System Engineer-EJ Gallo Winery-Modesto CA-September 2021-April 2024.

Responsibilities include high level technical and functional application and systems support. Support knowledge transfer and communication between team members by creating and maintaining knowledge documentation. Ensure work assigned is completed within agreed upon SLAs (Service Level Agreements) and provides periodic statistic reports on performance. Recommends and implements reengineered changes to systems through analysis of current processes based on business needs for improvements and new features. Manage medium sized projects and communicates status and milestone deliverables to leaders and stakeholders. Maintains system integrity by running audit reports and following procedures in change control, security, and incident management. Maintain SQL Databases and perform updates to data transfer processes. Maintain internal software to increase performance and implement enhancements on web apps and services.

### Desktop Support Engineer-GSD Solutions-Mountain View CA-January 2021-September 2021.

Responsibilities included troubleshooting and resolving software and hardware issues for enterprise client devices for over 1,000 end users across over 50 organizations. Monitored ticket portal and responded to end user tickets on agreed-upon service level agreement (SLA) windows. Utilized remote monitoring and management tools to configure user devices and perform routine maintenance to ensure devices meet or exceed compliance and security levels. Configured client tenants utilizing Google Workspace and Microsoft 365; utilized services to integrate single-sign-on to third party applications. Organized training and onboarding sessions for new clients and end users to understand their needs and assist in the support processes. Ensured client information and processes were documented and maintained to allow for knowledge transfer. Experienced in Microsoft 365, Azure Active Directory, Google Workspace, Zoom, Salesforce, Kandji, JAMF, Apple Business Manager, Keeper, and Webroot Security Software.

### Software Developer-Onside Mobile, Sacramento CA, January 2021- December 2021.

App Developer and Project Member for Onside Mobile for Computer Science Senior Project at California State University, Sacramento. Onside Mobile is a mobile application developed to decrease overall tickets that Onside needs to solve as a technical support company and increase clientele self-diagnosis and troubleshooting. Onside Mobile was developed using Java, JavaScript, and React Native; it implements the Auth0 authentication framework and Microsoft Azure SQL Databases for knowledge base articles.

### Teaching Assistant-California State University-Sacramento-Sacramento CA-August 2020-May 2022.

Assisted Computer Science adjunct faculty in CSC28 (Discrete Structures) for over 150 students each semester (Fall and Spring). Assisted in the creation and grading of assignments, quizzes, projects, and exams based on course and lecture information. Virtually assisted students in their assignments and tutored course material.

**Advanced Repair Agent (Geek Squad)-Best Buy-Vacaville CA-January 2018-January 2021.**

Responsibilities included hardware and software repair and troubleshooting of client and store-stock devices. Certified with Apple in troubleshooting and repair process for iOS and macOS devices. Assisted clients during the initial check-in process to find solutions to fit their needs. Led educational demonstrations and one-to-one trainings with clients to match their definition of “fix”. Coached sales staff on services to offer complete solutions to meet client expectations and needs. Performed administrative duties such as shipping, scheduling, product ordering, and assisting with over the phone consultations.

**Apple Sales Consultant-Best Buy-Vacaville CA-September 2017-January 2018.**

Delivered optimal customer experience through professionalism and knowledge in Apple products; confirmed positive experiences against Net Promoter Score (NPS) feedback. Provided services to customers, such as order placement, and hands-on demonstrations to assist in finding the products to fit their needs. Strived to achieve and exceed sales goals set forth by management team. Maintained Apple Shop against Apple and Best Buy merchandising standards.

**Sales Manager-Fry’s Electronics-Concord CA-November 2015-September 2017.**

Responsibilities included the hiring, training, coaching, and managing of 20 sales associates in the Computer’s Department. Assigned day-to-day tasks and sales metrics based on forecasted sales projections. Organized and posted promotional material based on current and future advertisements. Strategized product placement in high traffic areas to increase attachment and gross profit on high margin items. Promoted team growth through vendor led product demonstrations and informational material. Maintained high merchandizing standards by configuring demo units of new products and ensuring functionality and accessibility to promote customer engagement. Responded to customer opportunities and ensured customers concerns were understood and rectified.

**Education:****Arizona State University, August 2023-May 2025.**

Master of Science, Computer Science

**California State University Sacramento, August 2019-December 2021.**

Bachelor of Science, Computer Science with Concentration in Project Management.

Projects: Onside Mobile, Sky Mail 3000, and Side-Track.

**Solano Community College, Jun 2017-July 2019.**

Associate of Arts, Liberal Studies.

Associate of Arts, General Science.

**Certifications:**

JIRA Service Management, April 2024.

ServiceNow Certified Citizen Developer, August 2023.

UI Path RPA Citizen Developer, May 2023.

Apple Certified macOS Technician, July 2019.

Apple Certified iOS Technician, July 2019.