

Summary

Apple Systems Engineer with 7+ years of experience designing, deploying, and scaling Apple Device Management services for Managed Service Providers and organizations. Proven success leading Apple platform strategy, managing fleets of more than 8,000 devices across over 300 organizations, and building secure, scalable services aligned with industry-standard security and compliance frameworks like CMMC, ISO, and NIST. Recognized for combining deep technical expertise with product leadership, process improvement, and a commitment to delivering exceptional user experiences.

- Supported Enterprise & SMB Apple environments across healthcare, insurance, architecture, marketing, law, education, design, publishing, the performing arts, and other regulated industries
- Drove team scalability by authoring hundreds of internal knowledge base articles, technical guides, customer communications, and training resources that improved operational consistency and customer success
- Recognized as an active contributor to the Apple administration community through frequent conference presentations, technical writing, community engagement, and the creation of Sudoade, an Apple administration blog

Ntiva, Inc.

Apple Systems Engineer // 2023-Present

- Led the continuous expansion, maintenance, and strategic direction of Apple Device Management Services - growing the department to **quintuple its managed endpoint count** since 2020
- Architected and launched a multi-tiered Device Management Service structure for Apple clients, including a dedicated **CMMC-compliant** GovCon environment for regulated clients
- Established departmental standards, documentation, automation, and operational workflow that streamlined the onboarding process for companies migrating into Ntiva support from external device management services (MDM migrations)
- Served as the organization's Apple Subject Matter Expert (SME), advising multiple departments on Apple platform strategy, architecture, and client solutions
- Product Manager for Vision-Bot, overseeing feature roadmap, prioritization, and continuous enhancement of the company's customer-facing Addigy dashboard
- Built a strategic partnership with Addigy, contributing to UI/UX improvements, new feature development, alpha and beta testing, product feedback, and enhancements to training & certification programs

Apple Systems Administrator // 2019-2023

- Orchestrated an internal DMS transition from JAMF to Addigy - successfully migrating approximately 1,500 Mac and iOS devices spanning over 50 companies in diverse industries. Assessed and reimplemented data collection scripts, policy hierarchies, and procedures to ensure a seamless integration into Addigy
- Coordinated Addigy migrations for new clients from competing MDMs including JAMF, Intune, Apple Business Essentials, Mosyle, Iru, and Meraki
- Spearheaded selection, deployment, and documentation of an enterprise password manager for over 400 employees, researching vendors and evaluating features to reduce security risks and improve credential management

- Innovated and consistently updated low-user-intrusion software installation and patching scripts for multiple applications
- Scripted a user-interactive temporary admin promotion tool capable of uploading user self-report logs to our support desk. Code was adopted by Addigy into their platform
- Developed and authored documentation for user-interactive bash scripts to address FileVault encryption and associated permissions

Forget Computers

Mac Support Engineer // 2014-2019

- Supported clients with onsite & remote troubleshooting, support, repair, and consultation
- Standardized task lists for repeatable service and management tasks, ensuring consistent support procedures for clients
- Managed network deployment initiatives, collaborating with low-voltage contractors for multiple office renovations and relocations
- Coordinated server rack setups for small and medium businesses scaled to their unique needs
- Facilitated management and employee training sessions for new cloud service deployments
- Conducted new hire training

Apple, Inc.

Genius // 2008-2014

- Completed technical training and attained Genius certification through Apple Corporate
- Diagnosed and resolved issues related to iOS and macOS hardware and software, providing expert troubleshooting, repair, and customer experience
- Conducted System Administration tasks, including the rollout and maintenance of demo computers and portable devices

Key skills

Apple Device Management

- Addigy
- Jamf Pro
- Apple Business
- Automated Device Enrollment (zero-touch)
- Apple eCommerce (procurement)
- Apple Beta Software Program
- Certificate Management (APNs, VPP, ADE)

Endpoint Administration

- macOS, iOS, tvOS MDM & DDM
- EDR/MDR & endpoint backup solutions
- Device lifecycle management (provisioning)

Cloud & Identity

- Microsoft 365 (including Platform SSO)
- Google Workspace

Automation

- Bash
- Zshell
- Configuration Profiles
- Device facts, Settings, and App Installation

Documentation & Training

- SOP development
- Knowledge base authoring
- Technical training (client & employee)

Security & Compliance

- Industry compliance adoption via mSCP
- FileVault, Gatekeeper,
- Regulated Industry experience

Certifications

- Addigy Certified Professional (ACP)
- Apple Certified IT Professional
- Apple Certified Mac Technician (ACMT)

Education // Indiana University

B.A., Theatre (Direction), with Distinction
Minor in Graphic Design

Industry Leadership & Speaking

- MacAdmins Conference ([2026](#)) - Get and Set Default Apps with Utiluti;
The Fundamentals - Getting Started with Apple Device Management for New Mac Admins
- MacAdmins Conference ([2025](#)) - The Day After - Post-Installation Visibility Through Scripting
- MacAdmins Conference ([2023](#)) - Scripting the Unscriptable
- MacAdmins Conference ([2020](#)) - Early Efficiencies
- MacAdmins Podcast ([2024](#)) - Episode 375
- University of Utah ([2023](#)) - Scripting the Unscriptable macOS Sonoma Supplement
- Cmd-Ctrl-Power Podcast ([2023](#)) - Episode 503
- Ntiva Apple Webinar Series (2021-2022) - Multiple presentations