TREVAR HUPF

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PROFESSIONAL EXPERIENCE

Cloudbeds, Remote   Mar 2022 – Present
IT Administrator
- Implemented zero-touch deployment and device management using VMWare Workspace One UEM and JAMF for macOS, Windows, and Linux endpoints.
- Administered a complex cloud SaaS stack, ensuring seamless operations and optimal performance.
- Automated processes through API integrations, scripts, and tools like Postman and Zapier, streamlining workflows and enhancing efficiency.
- Provisioned single sign-on (SSO) applications in Okta using SAML 2.0 and SCIM for lifecycle management, enhancing security and user experience.
- Managed infrastructure in Microsoft Azure, overseeing the company VPN and SFTP server.
- Established and maintained a comprehensive documentation system for the company's knowledge base, ensuring accessibility and knowledge transfer.
- Provided excellent IT support for remote employees, addressing issues promptly and ensuring a smooth remote work experience.
- Accountable for daily security responsibilities, including endpoint detection and response, and monitoring domains and phishing attempts.

Hopin, Remote   July 2021 – Feb 2022
IT Support Engineer
- Successfully managed and automated the onboarding process for a high-growth startup.
- Utilized Python and PowerShell to automate manual tasks.
- Procured laptops for a fully remote and globally dispersed company.
- Oversaw device procurement to meet the unique needs of a remote workforce.
- Proactively addressed hardware and software issues, maintaining a 4.75/5 satisfaction rating.
- Administered Google Workspace, MDMs (Jamf and Intune), OneLogin, and various SaaS applications.
- Delivered exceptional IT support across diverse time zones.

Convercent by One Trust, Denver, CO   Feb 2021 – July 2021
Desktop Administrator
- Handled end-to-end PC and Mac laptop administration.
- Responsible for asset management.
- Entrusted with SharePoint and Teams administration.
- Managed identities using Microsoft EntraID (Azure Active Directory).
- Excelled in MDM administration in Microsoft Endpoint Manager and Jamf.
- Streamlined onboarding processes and automated manual tasks using Power Automate and PowerShell.
- Encrypted device fleet using Bitlocker and Filevault.
- Oversaw a diverse SaaS stack including Jira, Slack, Zoom, RingCentral, and Box.
- Provided excellent IT Support to US employees, resolving issues promptly and effectively.

Poppulo (formerly Four Winds Interactive), Denver, CO   Jan 2014 – Feb 2021
Hardware Solutions Engineer (March 2015 – February 2021)
- Designed solutions for automated deployment of Windows images to 5,000+ signage endpoints annually.
- Administered on-premise Windows Servers and network infrastructure.

- Created and managed test cases and protocols for hardware certification, covering testing, documentation, and presentation.
- Served as the central point of contact for hardware escalations.
- Responsible for supporting program level customers.
- Designed and implemented numerous large digital signage solutions.
- Notable onsite projects include Daimler Chrysler, the New England Patriots, and the Cincinnati Reds.

Integration Technician (January 2014 – March 2015)
- Implemented digital signage software on Windows endpoints.
- Executed Windows image deployment through PXE boot and light touch methods.
- Customized endpoints with relevant customer network information.
- Delivered comprehensive hardware and technical support.

EDUCATION

Western Governors University, Online   Apr 2023
Bachelor of Science Information Technology

CERTIFICATION

Okta Certified Administrator	Dec 2023
Okta Certified Professional	Nov 2023
ITIL Foundation	Apr 2023
LPI - Linux Essentials	Mar 2023
CompTIA Network+	Feb 2023
CompTIA Security+	Jul 2022
Google IT Support Professional	Mar 2022
VMware Carbon Black Cloud Fundamentals	Dec 2022
HTML, CSS, and Github - Codecademy	Feb 2022
Google IT Automation with Python	Oct 2021
Python 3 - Codecademy	Nov 2021
AWS Certified Cloud Practitioner	Feb 2021 (renewed Dec 2023)
CompTIA A+	May 2020 (renewed Feb 2023)

SKILLS

Identity and Access Management (IAM) - Okta, Azure Active Directory (Entra ID), OneLogin
Device Management - JAMF, VMWare Workspace One UEM, Microsoft Endpoint Manager (Intune)
Programming and Scripting - Python, Powershell, Bash
Security and Authentication - Multi Factor Authentication, Access Control, Device Security, Data Security, Endpoint detection and response, Single Sign-On (SSO), SAML, SCIM
Software as a Service (SaaS) - Google Workspace, Slack, Jira, Office 365, Salesforce, Zoom, Postman
Networking and Infrastructure - TCP/IP, DNS, DHCP, Wireless Technologies
IT Support - Troubleshooting (Problem Solving), Remote Desktop Support, Technical Documentation
Operating Systems - Mac OS, Windows 11, Windows 10, Linux, Windows Server
Cloud Computing - Amazon Web Services, Microsoft Azure
Soft Skills - Growth Mindset, Collaboration, Adaptability, Communication, Time Management, Attention To Detail, Creativity, Problem Solving

VOLUNTEERING

Computer Tutor, Flagstaff Public Library, Flagstaff, AZ   May 2022 – Present
Run Coach, Run Wild Trail Camp, Denver CO   Jun 2021 – Aug 2022