Isaac Cloud
859-888-4617
isaac.cloud@icloud.com
Northern Kentucky - Cincinnati, Ohio

SKILLS

Google Workspace Administration, O365 Administration, Salesforce Administration, Troubleshooting, Hardware Procurement, Application Support, Operating Systems, Windows, Mac, Network Administration, Cradlepoint, Atlassian, Jira, Confluence, Slack, Teams, Antivirus, HTML, CSS, Zendesk, Service Cloud, JAMF, Endpoint Central, Microsoft Office, Documentation, Customer Service, Problem Solving, Attention to Detail, Communication, Presentations, Mentoring, Training.

EDUCATION

ITT Technical Institute Santa Clara, CA - A.A.S. Computer Network Systems

CERTIFICATIONS

Salesforce Associate

EXPERIENCE
Medically Home, Boston, MA (Remote)
Device Engineer
9/2023 - Present

- Serve as the primary point of contact for all patient hardware-related issues, providing expert knowledge and support
- Manage configurations for over 800 Cradlepoint routers used in patient homes
- Ensure optimal equipment performance by conducting regular firmware and security updates
- Collaborate closely with development and product teams to troubleshoot hardware bugs and resolve anomalies
- Partner with development and product teams on research and development for new hardware projects and inquiries
- Produce detailed training materials, including internal and customer-facing product documentation
- Oversee and maintain Depot standards and readiness to support operations efficiently
- Train both staff and customers on new hardware to ensure proper usage and adoption
- Coordinate and manage supply chain operations, ensuring effective communication and asset management
- Perform additional support tasks as required to ensure smooth operations
- Routinely audit equipment licensing to prevent unnecessary renewals

IT Support Specialist
10/2022 - 9/2023

- Manage and support 200+ users, groups, mailboxes, and calendars in O365
- Diagnose and resolve LAN/WAN connectivity issues at patient home locations
- Setup and manage Cradlepoint mobile routers for remote internet access
- Configure and support IP phones using Yealink management software
- Diagnose and resolve technical issues for a fleet of Android tablets
- Administer and support proprietary Electronic Health Record applications for partner hospitals
- Complete requests to redistribute hardware resources between Ambulatory partners
- Instituted Jira and Confluence spaces for department project tracking and documentation

Virbela LLC, Bellingham, WA (Remote)
IT Administrator
6/2021 - 9/2022

- Administered over 200 users, mailboxes, and shared drives in Google Workspace
- Managed 300+ Windows and Mac systems using Manage Engine Desktop Central, and JAMF
- Imaged and distributed laptops and peripherals for newly onboarded users
- Recouped previously unrecovered hardware in one year totaling more than $75,000
- Performed administration for Jira and Confluence for project and support teams
- Authored and maintained over 50 pieces of documentation for policies and procedures
- Sourced vendors for computer hardware lifecycle management and software licensing
- Salesforce user access management, data imports, backups, edited dashboards, and views
- Provided application support for the company's proprietary virtual campus environment

EmergeIT Solutions, Erlanger, KY
IT Engineer
3/2020 - 6/2021

- Handled LAN/WAN and Server issues for over 20 customer network environments
- Administered identity and access management for a range of systems and applications
- Oversaw O365 account licensing administration for over 1000 users
- Administered Proofpoint and Barracuda email security to reduce spam and attacks
- Configured and implemented changes to Meraki-managed network devices
- Initiated configuration changes on Cisco routing and switching equipment
- Implemented changes to virtual desktops in VMware and Citrix to increase performance
- Provided white-glove customer service to users in multiple industries

Wayfair, Hebron, KY
IT Engineer
12/2019 - 03/2020

- Created, modified, and deleted user accounts and groups in Active Directory for 10,000+ users
- Activated and tested network drops throughout warehouses for endpoint connectivity
- Made changes to IP address reservations and DHCP scopes on the network
- Processed VLAN changes on Cisco switches to alter user access to network resources
- Composed SQL queries to identify and correct warehouse inventory database issues
- Arranged workstations for office employees and warehouse production stations
- Deployed and Maintained Zebra printers and barcode scanners
- Installed and regularly updated information display boards throughout multiple locations

Cincinnati Children's Hospital Medical Center, Cincinnati, OH
Deskside Support
11/2018 - 12/2019

- Resolved desktop hardware and software issues in a 15,000+ user multi-site environment
- Provided white glove support to VIP users in clinical and research environments
- Directed the computer hardware installation for the state-of-the-art dental clinic in 2019
- Participated in the company migration from Network Shares to One Drive for file storage
- Conducted training sessions for users in the use of Microsoft Office products
- Configured and supported email and mobile applications on IOS and Android devices
- Created documentation for the IT department and end users to elevate the user experience
- Facilitated user work area changes and moves between departments and buildings
- Fulfilled requests for computer and mounting hardware purchases through vendors