Wyatt Walter-Dawahare

IT Manager, TripActions

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ABOUT

Results-driven professional with a passion for information technology and systems administration. Previous technical specialist at Apple with a strong background in a variety of technologies including macOS, iOS, mobile device management, G Suite, SSO, and more.

EXPERIENCE

IT Manager
TripActions
Palo Alto, CA
Jan 2019 - Present

IT Specialist
TripActions
Palo Alto, CA
Jun 2018 - Jan 2019

Technical Support Specialist
TripActions
Palo Alto, CA
Mar 2018 - May 2018

Technical Support Specialist
Carnegie Mellon University
Pittsburgh, PA
Mar 2017 - Dec 2017
Managed the technical support activities of the Osher Lifelong Learning Institute. Provided technical training to instructors and handled their on-boarding to ensure they were successful using their classroom technology. Taught iPhone and iPad classes to students. Maintained and developed the Osher website utilizing the campus-wide content management system (CMS [Cascade CMS]) to promote Osher's courses and activities.

Generated and prepared reports from registration database utilizing both Microsoft Excel and Access to increase efficiency in office mailings and handle course analytics. Managed G Suite domain as well as internal Microsoft Exchange resources for the organization. Some, but not all of the technologies used included Zendesk, DocuSign, SurveyMonkey, Crestron, and Office 365.

Technical Specialist
Apple
Pittsburgh, PA
Oct 2016 - Mar 2017
Provided insightful advice and friendly, hands-on technical support to Apple customers in need. Used problem-solving and people skills to ensure swift resolutions to technical problems of every kind while educating team members about new products. Regularly rotated through different technical specialties and skill sets. Thrived on change as products evolved. Provided technical assistant across Apple's entire product line, including iOS, macOS, watchOS, and tvOS.

Web Designer and Developer
Samantha Knight Fine Jewelry
Los Angeles, CA
Jan 2015 - Sep 2016
Managed all facets of website development, from initial design and architecture to deployment and e-commerce integration, utilizing the Shopify platform. Worked continuously with this client to

accommodate and implement change requests on agreed-upon schedules.

Shift Supervisor
Starbucks
Los Angeles, CA
Feb 2015 - Feb 2016
Assisted the manager in executing store operations during scheduled shifts by training employees and delegating tasks to facilitate the Starbucks Experience for customers. Managed store schedules of 15+ employees, organizing the opening and closing duties. Created a positive learning environment by providing clear and concise coaching and feedback to employees to ensure operational excellence and to improve store performance.

EDUCATION

Code Academy Pittsburgh
2016 - 2016
Code Academy Pittsburgh provided condensed and practical technology skill building through project-based learning targeted to the needs of freelancers, businesses, startups, and nonprofits.

Pasadena City College
2015 - 2016

South Pasadena High School
2009 - 2013

AWARDS

Jamf Certified Tech
Jamf
Jan 2019

Jamf Certified Associate
Jamf
Jan 2019

Apple Teacher Certification
Apple
Dec 2016

G Suite Certified Administrator
Google
Aug 2016

SKILLS

Technical Support

Troubleshooting

System Administration

Technical Training

Technical Documentation

Customer Support

Quality Assurance (QA)

iOS, macOS, & Windows

G Suite

Microsoft Office 365

Adobe Creative Cloud

Content Management Systems

SaaS

Networking Systems

A/V Systems

VoIP Systems

HTML, CSS, and JavaScript

Mobile Device Management (limited)

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