

Gilbert Burns

SENIOR CLOUD OPERATIONS ENGINEER

CONTACT

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Objective

To obtain a position as a Computer Technology Engineer where my diversified computer knowledge and organizational abilities may be fully utilized in a well-organized and challenging environment and with a company that will benefit from my years of experience in providing Windows and Mac Client and Server technology support.

Experience

SENIOR CLOUD OPERATIONS ENGINEER / COINFLIP 2023-NOW

GLOBAL ENDPOINT ADMINISTRATOR / COINFLIP 2022-2023

Oversee the endpoint management and Azure operations for CoinFlip globally. Supporting 300+ end-users in a mixed platform environment. 30% Mac OS and 70% Windows 10 for computing, 90% iOS and 10% Android for mobile devices.

Responsible for deployment, management and patching of Windows, Macintosh, iOS and Android systems across the globe. Utilizing Intune to manage Windows, Mac, iOS and Android. The Mac devices were recently migrated from JAMF.

Responsible for managing Azure Enterprise SSO Configurations, Conditional Access Policies, Compliance Policies, SAAS Integrations, etc.

Skills

- Complex Problem Solving
- Strong Communicator
- Process Improvement and Design

DIRECTOR OF IT / HAVAS CHICAGO

2019-2022

Oversee the technology operations and support for Chicago office and other remote locations, supporting 500+ end-users in a mixed platform creative agency environment. Approximately 60% Mac OS and 40% Windows 10. Working with business leaders to ensure IT

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- IT Service Management
 - Solution Delivery

resources work for them. Manage purchasing of all equipment, equipment refresh planning, budget expectations, asset/inventory management.

North America JAMF administrator. Responsible for deployment, management and patching of Macintosh computers in the US and Canada. Liaison to the global JAMF team.

TECHNICAL MANAGER / OMNICOM MEDIA GROUP 2018-2019

Oversee the technology operations for Midwest locations, supporting 600+ end-users. Working with business leaders to ensure IT resources work for them. Manage national and regional projects, related to deployment, planning and testing. Manage AV systems and equipment. Manage the Cisco Call Manager and Unity systems.

VARIOUS ROLES / PUBLICIS GROUPE 2000-2017

RESOURCES IT - MANAGER OF MAC DESKTOP ENGINEERING

Feb 2011 to Jun 2017

RAZORFISH - SENIOR MANAGER OF DESKTOP ENGINEERING

Sep 2008 to Feb 2011

RAZORFISH - MANAGER OF TECHNOLOGY SUPPORT SERVICES

Jun 2006 to Sep 2008

RAZORFISH - SYSTEMS ADMINISTRATOR AND DESKTOP SUPPORT

Apr 2000 to Jun 2006

Education

BA-TV AND RADIO SOUND PRODUCTION / COLUMBIA COLLEGE

Bachelor of Arts (BA), TV and Radio/Sound production, Film, and Business Management. Teacher Assistant to the very first computer classes at the college, and managed their first computer lab in a work study program.

Certifications

- Microsoft Azure Security, Compliance, and Identity Fundamentals
- Microsoft Certified Technology Specialist (MCTS): Windows 7

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- Jamf Pro Certified Admin (300)
 - Jamf Pro Certified Tech (200)
 - LANDesk Certified 9.0 Engineer
 - Apple Certified Associate - Mac Integration 10.11
 - Apple Certified Associate - Mac Integration 10.10
 - Apple Certified Associate - Mac Management Basics 10.10
 - Apple Certified Associate - Mac Integration 10.8 & 10.9
 - Apple Certified Support Professional (ACSP) 10.6
 - Apple Certified Help Desk Specialist 10.3 & 10.4
 - Apple Certified Technical Coordinator 10.1