

Dave Herbert

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Profile	Empathetic person focused IT Manager. Enthusiastic about understanding the why behind technical issues to deliver creative and efficient solutions. Love to understand my team on a deep level to activate their passions to deliver their best selves at work.
Experience	<p>Manager of IT, Lever Inc, San Francisco, CA – 2018–Present Focusing on guaranteeing that our people can get the most out of technology. Leading a team across multiple time zones and countries to ensure that we maintain great support services and security procedures. Project manager of IT initiatives that have reduced costs and improved productivity and security for the entire organization. Significant contributor of increasing of security maturity.</p> <p>Senior Support Specialist, Linde Group, Emeryville, CA – 2015-2018 Working with amazing companies in the Bay Area, enabling their technology to work for them. Being proactive in approach to user's needs, providing technical support for a variety of platforms, as well as system administration, and implementation. Experience managing support teams, in SaaS and Mobile Device Management as well as hardware and software on multiple platforms.</p> <p>Retail Trainer, Apple Inc, 2006-2012 Worked throughout New South Wales in both consumer and employee training. Provided solutions to both consumer and professionals through One to One, Pro Labs and Joint Venture training programs. Provided certification training in iOS repair, customer service and other technical training for employees. Managed team of trainers in Sydney Flagship Store.</p>
Skills	SaaS Administration, Directory Services, G Suite Administration, IT Ticketing Systems, Project Management (Sprint and Kanban processes), Atlassian Cloud Administration (Jira, Confluence, Jira Service Management), Office 365 Administration, Okta Administration, Jamf Administration, MDM Management. Administration of Meraki and Palo Alto Network products.
Certifications	Apple Certified Technical Coordinator Jamf Pro Certifications: 200, 300
Education	Lewis and Clark College, Portland, OR – 2001-2004 Johns Hopkins University, Baltimore, MD - 2002-2003
References	Upon request.