

Devon L. Dietlin

Chevy Chase, MD

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Dynamic IT and security support professional with 5+ years of experience in macOS management, IT service desk operations, and user administration, leveraging tools like Jamf, Okta, Atlassian, and Google Workspace to optimize processes and resolve complex technical challenges.. Proven ability to support employee onboarding/offboarding, access control, and compliance efforts. Adept at documenting critical IT processes, implementing enterprise-grade solutions, and troubleshooting diverse IT environments. Strong communicator and problem-solver with a keen interest in advancing cybersecurity expertise.

WORK EXPERIENCE

Service Desk Analyst

Aledade, Inc.

Bethesda, MD

May 2023 - Present

- Collaborated with a variety of teams such as Security, Legal, and HR to implement improved infrastructure, and discover and mitigate risks
- Consulted directly with the macOS SME to reconfigure and deploy ZTE, improve the security structure, and run maintenance for nearly 1000 macOS devices
- Handled a wide range of support tickets, from basic access requests to complex device and application troubleshooting, ensuring timely and effective resolutions
- Supported account creation and termination, employee device deployment and retrieval
- Supported BYOD MDM enrollment, iOS and Android
- Collaborated with Service Desk leads and Corporate Systems engineers to discover and implement best practices
- Acted as the main contact and escalation point for all Service Desk regarding macOS troubleshooting
- Created documentation and video walkthroughs available for end users

IT Consultation + Implementation

All Ways On I.T.

Helena, MT

May 2021 - Apr 2023

- Implemented and managed Malwarebytes OneView for endpoint detection and response across workstations and servers, enhancing security operations.
- Provided hardware repair, Ubiquiti network installation, and VPN setup, while remotely supporting clients on Windows and macOS systems with troubleshooting, server updates, and network appliances via TeamViewer

Tech Saint/Mac Technologies

Carroll College

Helena, MT

Jan 2019 - Mar 2021

- Developed a Bash script in Jamf to validate asset IDs on macOS and iOS devices, prompting users to update incorrect IDs and notifying admins for verification
- Repaired hardware and software on student BYOD devices.
- Supported Jamf Admin, deploying and managing over 200 macOS devices
- Developed and customized a SplashBuddy onboarding app for Carroll College to register Macs with Jamf MDM, automating app, certificate, and permission installation

TOOLS

Jamf, macOS, Google Workspace, Okta, Crowdstrike, AppleScript, bash, SimpleMDM, Slack, Adobe Creative Cloud, GAM, Ubiquiti, Zoom, RingCentral, FaxSIPIt

EDUCATION

Archbishop Thomas J. Murphy High School

Diploma

Everett, WA

Sep 2014 - Jun 2018

CERTIFICATIONS

Jamf Certified Associate — Jamf Pro

Apple Certified Support Professional 11