

Kevin Clear

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SUMMARY

- Experienced Platform Engineer with a strong background in IT Asset Management, device lifecycle, and systems integration. Proven track record of collaborating with global multi-functional teams to deliver excellent employee experiences. Passionate about designing and implementing efficient solutions to transform device lifecycle processes and enhance productivity.

SKILLS & INTERESTS

- IT Asset Management (ITAM), Device Lifecycle Management, Systems Integration, Databases (PostgreSQL, MongoDB, MariaDB, MySQL), Apple Business Manager, Mobile Device Management (MDM), JAMF Pro Certified, Google Workspace Administration, Backend Development (Golang), Scripting (AppleScript, BASH, Python), REST API, Technical Writing, Networking, Virtual Machines

WORK EXPERIENCE

TEKsystems / Apple, Inc Aug 2023 – Now
Production Support Engineer *Remotely from Austin, TX*

- **Documentation & Training** – Created comprehensive operations guidebook, onboarded new hires, and managed offshore team, enhancing overall team performance & knowledge sharing.
- **Monitoring & Investigation** – Leveraged Splunk to develop sophisticated monitoring dashboards, query extensive datasets, and conduct in-depth investigations into customer-reported issues before escalating.
- **Quality Assurance** – Investigated, validated, & documented over 20 verified bugs in production software, resulting in significant process improvements and a notable reduction in ticket workload.

Google, LLC May 2022 – Mar 2023
Site Reliability Engineer *Remotely from Austin, TX*

- **Security Risk Assessment** – Conducted security risk assessment of database system, implementing access controls & automation scripts to improve data integrity, reliability, and security.
- **Disaster Resiliency Development** – Contributed 600+ lines of Golang to provide native compatibility for fault-injection software, enabling seamless disaster testing scenarios across all Google services.

Google, LLC Nov 2021 – May 2022
Technical Solutions Engineer *Remotely from Austin, TX*

- **Workspace Admin** – Obtained Google Cloud Certified Professional Workspace Administrator certification.

Alphabet, Inc. May 2020 – Nov 2021
IT Generalist *Remotely South San Francisco, CA*

- **macOS Admin** – Designed & implemented company-wide rollouts, including macOS Big Sur & Chrome Browser Enterprise. Managed 400+ macOS & iOS devices with Jamf Pro.
- **GCP Admin** – Developed a secure, open-source web application using Google Cloud Platform (GCP) to modernize inventory system.

Google, LLC Jul. 2018 – May 2020
IT Resident *Mountain View, CA*

- **Noogler Team** – Onboarded 6,000+ new employees, providing account setup, troubleshooting, & education on IT policies.
- **Customer Satisfaction** – Completed 1,000+ support tickets with an average 96% customer satisfaction score.
- **SRE Rotation** – Optimized Gmail's mass-archiving feature using Golang during Site Reliability Engineering rotation, increasing reliability by 20%.

EDUCATION

Florida International University Jul. 2017
Bachelor of Science, Information Technology *Miami, FL*