

Samuel Angel Beguiristain

sam@begui.me ❖ (786) 606-0600 ❖ Miami, FL ❖ linkedin.com/in/sambegui

SKILLS & INTERESTS

- Azure AD, Apple Business Manager, Mobile Device Management, Confluence, JIRA, JAMF, Kandji, Endpoint, Active Directory, Absolute, BASH, Terminal, PowerShell, Linux, MacOS, Windows, Software and Hardware Troubleshooting, Problem-Solving, Rapid Thinker, Customer Support, Inventory Management, Technical Writing, Scripting, Networking, Computer Literate, SAML, Miro

WORK EXPERIENCE

Qualio, Inc. Mar. 2023 - Present
IT Support Specialist Fully Remote

- Automated routine tasks to enhance efficiency and reduce manual workload.
- Resolved complex hardware and software issues, contributing to improved operational performance.
- Managed Google Workspace using GAM Advanced scripts and inventory via Snipe-IT APIs.
- Enhanced incident tracking and resolution processes using JIRA.
- Implemented SCIM and SAML across various platforms using JumpCloud.
- System administration using MDM with Apple Business Manager.
- Created advanced user provisioning scripts to automate account management.
- Utilized Miro, Asana, Slack, Orca Security, DataDog, Azure, and AWS as part of day-to-day responsibilities.

Verkada Aug. 2021 – Dec. 2021
Technical Support Intern San Mateo, CA

- Troubleshot network, hardware, and software issues related to the Verkada platform.
- Provided best practice design and integration expertise to enterprise customers.
- Communicated technical matters to customers both orally and in writing.
- Owned customer issues from creation to resolution.
- Collaborated with Engineering and Product teams to test new products and identify bugs.

Papa, Inc. Apr. 2022 – Mar. 2023
Desktop Support Specialist II Miami, FL

- Supported end-to-end hardware and software lifecycle, from onboarding to disposition.
- Maintained accurate IT asset tracking and management, conducting regular inventory audits.
- Streamlined support processes for a remote workforce, providing both Level 1 and Level 2 assistance.
- Created scripts to assist with automating manual tasks.
- Utilized APIs to reduce manual labor in the IT department with scripts in the Python and Javascript language.

Pacin Levine, P.A. Oct. 2020 – June. 2021
IT Specialist Doral, FL

- Provided comprehensive IT support, ensuring seamless daily operations.
- Oversaw incident reporting and liaised with external service providers for issue resolution.
- Facilitated new staff technology onboarding, including device setup and training.

Geek Squad Oct. 2016 – Oct. 2020
Repair Agent Miami Beach, FL

- Diagnosed and repaired a wide range of electronic devices, specializing in Apple products.
- Guided clients through resolving technical issues, ensuring customer satisfaction.

EDUCATION

Florida International University June 2022
Bachelor of Science, Information Technology

- Phi Theta Kappa, Deans List
- Studied in San Mateo, CA during fall term 2021