

# Devon L. Dietlin

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## PROFILE

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Dynamic IT and security support professional with over six years of experience in macOS management, IT service desk operations, and user administration, leveraging tools like Jamf, Okta, Atlassian, Microsoft 365, 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 IT and security processes.

## PROFESSIONAL EXPERIENCE

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### IT Support Analyst II / macOS Endpoint Engineer

05/2023 – 04/2026

*Aledade, Inc.*

Bethesda, MD

- As the macOS SME and Jamf Admin, I reconfigured and implemented macOS ZTE, improved the overall security posture, and maintained a fleet of over 1,000 macOS devices.
- Collaborated with a variety of teams, such as Security, Legal, and HR, to implement improved infrastructure and discover and mitigate risks.
- Supported account creation and termination, employee device deployment, and retrieval.
- Managed over a dozen small to large conference rooms with AV needs.
- Supported offsite AV needs at hosted events across the country, often working closely with professional AV companies.
- Designed and implemented a hardware lifecycle policy.
- Created and updated documentation and video walkthroughs available to end users.

### IT Consultation + Implementation

05/2021 – 04/2023

*All Ways On I.T.*

Helena, MT

- Installed, setup, and maintained over 15 Ubiquiti networks for various business clients. Site-to-site VPN, internet security, and VLAN implementation.
- Implemented and managed Malwarebytes OneView (ThreatDown) for endpoint detection and response across workstations and servers, enhancing security operations.
- Provided hardware repair and installation, remote support and maintenance (Windows servers and workstations).

**Tech Saint / Mac Technologies**

01/2019 – 04/2021

*Carroll College*

Helena, MT

- Developed a Bash script in Jamf to validate asset IDs on macOS devices, allowing 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.

**TOOLS**

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Microsoft 365, Google Workspace, Okta, Jamf, CrowdStrike, Ubiquiti, Zoom Slack, bash, Tines, Jira, ZenDesk, ConnectWise, GAM, RingCentral, FaxSIPIt, Omada, allwhere

**SKILLS**

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- macOS and Windows administration
- Network management
- Endpoint security
- Hardware support & lifecycle management
- End user support
- AV technical support

**EDUCATION**

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**Archbishop Thomas J. Murphy High School**

06/2018  
Everett, WA

**CERTIFICATES**

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- Jamf Certified Associate - Jamf Pro
- Apple Certified Support Professional 11