**Samuel M. Coniglio, IV**

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Senior Technical Writer

**WORK EXPERIENCE**

*Apple (via The Select Group) Cupertino May 3rd - Present*

**Contract Information Designer**

Editing and managing the approval process for Quick Start Guides, Safety & Handling, Compliance & Regulatory documents for hardware accessories. Creating SEO metadata for online Pro App help documentation. Using Adobe InDesign, Final Cut Pro, Confluence, Cornerstone SVN, Pages, Numbers, Keynote and internal support apps such as Radar.

*The Select Group Santa Clara May 3rd - Present*

**Technical Consultant**

A Technical services firm offering contract technical writing and managed IT services.

*Riverbed Technology (via TAOS IT) San Francisco November 27, 2017 –March 18, 2018*

**Contract Desktop Support Analyst**

Documented IT Support computer provisioning process using Office365. Re-Built IT inventory system. Provision Macs using JAMF and PCs using SCCM for onboarding and replacements. Populate FreshService with solution documents & follow-up on tickets. Support the needs of CEO and executive team. Manage Cisco WebEx video conferences.

*ZenDesk (via TAOS IT) San Francisco May 30th –July 18th, 2017*

**Contract Incident Manager**

Organized and ran Post Mortem meetings to determine root cause and remediation of product degradation/outage incidents across data centers. Captured raw info on a Slack channel, copied key notes into Confluence for team use, then summarized the outcome on Google Docs for Execs. Maintained consistency of incident documentation. Revised Red Alert document templates to be more efficient for teams to use. Tracked and reported incident timelines for Vice President of Operations.

*BOX (via TAOS IT) Redwood City June 7th, 2016-March 10, 2017*

**Contract Technical Writer**

Overhauled hardware decommissioning & data center disaster recovery RunBooks for SOX compliance. Simplifed data import process to data center inventory database (DCIM). Documents in Confluence, JIRA, and Google Docs in the Cloud. Developed a one stop Data Center Status page for at-a-glance review of power usage and capacity.

*FITBIT (via TAOS IT) San Francisco October 1, 2015-April 15, 2016*

**Contract Technical Writer and IT Support Engineer**

Created IT Support documents such as “DropBox Selective Sync,” “ZOOM Conference Tips,” “How to onboard a Mac to JAMF.” Converted 1,000 computers to SOX compliance with encryption, virus protection, Active Directory, JAMF Casper MDM. Steamlined onboarding process from 2 weeks to 2 days using Active Directory, JAMF Casper. Managed C-Level Executive Admin tech support. Documented daily activities via Confluence, FreshBooks. Used Word, Excel, PowerPoint, JIRA/Confluence, DropBox.

*Wikimedia Foundation (Wikipedia) (via TAOS IT) San Francisco June 23rd – September 30th, 2015*

**Contract IT Support Engineer**

Initiated the first in-house computer training program. Developed efficient laptop provisioning using Deploy Studio and MUNKI. Managed IT documentation via cloud-based wiki tools and ZenDesk. Managed Google Groups, Google Docs, Google Calendar issues. Received Letter of Recommendation from CFO for excellent service.

*TAOS Mountain IT Services San Jose June 2015- April 30, 2018*

**Technical Consultant**

Multi-faceted Support Analyst for IT outsourcing & cloud-based managed services agency. Outsourced to major organizations like WIKIMEDIA FOUNDATION, FITBIT, BOX, ZENDESK, & RIVERBED TECHNOLOGY. Tasks include: Mac & PC IT support, provisioning engineer, conference room support, remote support, technical writing, technical training, & incident management.

*Tiki Tech Computer Consulting (Self Employed) Vallejo, CA January 2014-Present*

**Founder, Writer and Consultant**

Onsite and remote Apple IT software/hardware support and training. Created training & quick references customized for each customer. Conduct house calls, remote support via Skype/TeamViewer, individual/Team training, small business IT support.

*Apple Store San Francisco & Santa Monica, CA November 2004-January 2014*

**"One-to-One" Customer Trainer/Writer**

Awarded for excellent customer service. Featured in Apple store national promotional video as one of the best company trainers. Created quick references for “How to Screen Capture,” “The Secrets of Preview,” “Keyboard Shortcuts,” “Video Adapters compared.” Organized and led presentations on Instant Messaging, Networking 101, Email concepts, File Sharing, Aperture photo management, Final Cut Pro video editing. Pioneered JointVenture business customer training. Used EVERY Apple software app!

**CERTIFICATIONS**

* Apple Certified Support Professional: macOS 10.14
* Apple Certified Support Professional: OS X 10.10
* Apple Certified Pro: Final Cut Pro 6 Level One (NOTE: Also Final Cut Pro X trained)
* Apple Certified Pro: Aperture 3 Level One
* Apple Certified Pro: Aperture 2 Level One
* Certified Scrum Master
* JAMF Certified Casper Technician
* Amazon Web Services Business Professional Online Certification

**COMPUTER SKILLS**

* Cloud Services: BOX, DropBox, Google Drive/GSuite , Microsoft Office 365.
* Design Tools: Adobe Illustrator, Adobe InDesign, FrameMaker, Interleaf/Quicksilver.
* Operating Systems: Apple MacOS/iOS; Microsoft Windows, Arduino, UNIX, Linux (Raspian).
* Maker Tools: Arduino, Raspberry Pi, RFID, LEDs, soldering, basic electronics, laser cutter.
* Photo Editing and Management: Apple iPhoto, Apple Aperture, Adobe Photoshop, Adobe Lightroom.
* Productivity: Apple Pages/Keynote/Numbers, Microsoft Office 365, Google Docs, JIRA, Confluence.
* Provisioning Tools: Active Directory, DeployStudio, JAMF Casper, MUNKI.
* Social Networking: Facebook, Flickr, LinkedIn, Pinterest, Google+, Slack, Twitter, YouTube.
* IT Support: ZenDesk, FreshService, JIRA, Confluence, ITGlue, Bomgar, Okta, Meraki, TeamViewer.
* Version Control: Cornerstone SVN
* Video Conferencing: WebEx, ZOOM, HighFive, Google Hangout, Skype/Skype for Business.
* Video Editing: Apple Final Cut Pro X, Apple iMovie.
* VOIP Services: CISCO WebEx, Nextiva, AVAYA.
* Web Tools: CSS, HTML, Prezi, SquareSpace, wiki, Wikipedia, Wordpress.

**EDUCATION**

* BA English, Specialization in Technical Communication, University of Central Florida, 1990.