

Nicholas Li-Karins

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Summary

I am an Accomplished System Administrator who is skilled with MDM systems, asset management, and many troubleshooting techniques. I have many years of experience creating new systems/processes for a variety of internal and external partners to fulfill their IT needs. I am excited to deploy new technologies to make a secure and efficient workplace.

Skills

Intune, Google Workspace, Active directory, Entra ID, Microsoft Office 365, Cloud administration, Mobile device management, Software deployment, Cloud file storage administration, User support documentation, IT asset management, PowerShell

Experience

University of Southern California | San Diego, CA

System Administrator | 08/2020 - Present

General Job Duties

- Initialized, maintained, and deployed computing assets and mobile devices for 300 personnel, both on-site and remote.
- Conducted quarterly equipment lifecycle upgrades to ensure optimal performance.
- Performed monthly asset audits to maintain accurate records per sponsor auditing standards.
- Manage access and folder structure for our cloud file server Box.
- I Deploy packages via homebrew such as Docker, R, Rstudio, Pycharm, and more for our DM team on Macs.
- Manage Macs and iPhones through Mosyle.
- Supported kiosk devices in laboratory environments with specialized software installations.
- Administered various SaaS resources, including Microsoft Intune, Microsoft Office 365, Azure AD, Google Workspace, Box, Zoom, Teamwork Desk, and SharePoint.
- I Designed the Smartsheets based HR/IT onboarding/offboarding system & automations.
- Provided technical support to end-users by troubleshooting hardware and software issues through our ticketing system.
- Authoring detailed documentation on new processes or troubleshooting steps for common issues.
- Support for large AV events both in person and hybrid with Zoom attendees.

Intune Developer

- I created our Intune MDM from scratch to replace our existing MDM.
- Manage 100+ windows computers.
- Developed PowerShell scripts to automate configuration changes and tasks.
- Created update rings to manage and enforce security updates.
- Developed and enforced device configuration security policies, ensuring compliance with HIPAA and sponsor requirements to protect sensitive data.
- Maintain security through auditing Bitlocker keys, up to date admin passwords, and that security policies are deployed properly to all computers.

University of California, Irvine

Computer Support Technician | 04/2017 - 06/2020

- Managed computer labs and 50 classrooms, ensuring AV/conference room functionality.
- Provided technical support for software and hardware issues via phone and ticketing system.
- Diagnosed and resolved network connectivity problems impacting online courses.

Education

University of California, Irvine | Irvine

Computer Science