Anthony Greeley

IT SUPPORT SPECIALIST | FULL-STACK DEVELOPER

☎: 847.848.0552 ✉: tony.greely@me.com

🌐: [LinkedIn](#) | [Portfolio](#) | [GitHub](#)

Solutions-driven IT professional with a record of driving customer satisfaction through strategic problem-solving, meticulous attention to detail, and exceptional interpersonal skills. Software Developer, fortified with the required skill set to support the software development life cycle, including design, development, programming, rollout, and support. Expertise in DevOps engineering, adept at deploying, customizing, and extending technical solutions while providing seamless application support, troubleshooting, and production support.

IT Support • Hardware and Software Troubleshooting • IT System Implementation • Customer Service
IT Security and Compliance • Cloud Computing • Network Administration • Software Development
User Support and Training • Client Relationship Management • Continuous Project Improvement
Risk Mitigation • Incident Management • Leadership and Mentoring • Global Team Collaboration

Career Highlights

- Designed and delivered a customer service training program inspired by Apple's three A's, resulting in a nearly 100% increase in positive feedback regarding ticket resolutions and consistently achieving 95%+ SLA compliance.
- Streamlined hardware asset management processes by implementing the inventory features of Freshservice.
  — This enabled the establishment of comprehensive asset records and facilitated the recovery of outstanding unreturned equipment from former employees, supporting HR efforts.
- Led the successful implementation of Okta for seamless single sign-on (SSO), exceeding the goal of connecting four SaaS tools per quarter, resulting in enhanced productivity and streamlined access for Kin + Carta's workforce.
- Earned multiple nominations and achieved two victories for the prestigious Kin + Carta's Awesomeness Award, showcasing outstanding contributions and dedication to the organization.

Professional Experience

Kin + Carta   January 2021 – Present
IT Support Specialist (September 2022 – Present)
- Promoted to support leadership in directing the global IT team by conducting stand-ups and monitoring and communicating team key performance indicators (KPIs).
- Act as the first point of escalation when a team member requires assistance to complete a task or ticket.
- Represent stakeholders in Central and West regions to gather upcoming business needs and relay them to IT leadership during regular meetings.
- Administer user management in Okta and initiate the connection and management of tools in the company's SaaS portfolio through SAML or SWA while facilitating provisioning and de-provisioning features when feasible.
- Coordinate with various third-party support members to address inquiries and ensure Okta is fully connected.

Senior Coordinator, IT (July 2021 – September 2022)
- Managed tickets in the queue to address Google Workspace management tasks, which involved handling calendars and drives in a more comprehensive manner.
- Took charge of conducting regular inspections and performing basic troubleshooting for the A/V equipment in the conference room, which included Cisco SX10 cameras and Polycom devices.

Mac IT Support (January 2021 – July 2021)
- Facilitated the onboarding of new hires by registering their Mac devices for mobile device management with JAMF, creating their G-Suite accounts, and adding them to relevant distribution lists.
- Created Zoom, Slack, Greenhouse, Freshservice, and TalentLMS accounts, arranged Mac device shipments, and utilized Freshservice to resolve onboarding tickets without dedicated support.

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2U, Inc.   April 2020 – Present
Teacher's Assistant (April 2020 – Present)
- Secured a permanent position for the full-stack web development coding boot camp held at Northwestern University.
- Aided the instructor in overseeing class time management, supporting students in their learning journey, and facilitating the completion of homework assignments through a guided learning approach.
- Assisted in managing the grade book and provided encouragement and support to students throughout the course.
- Served as the main point of contact between students and the student success manager, and handled administrative duties such as attendance management.
- Achieved a 100% graduation rate by establishing strong working relationships with instructional staff, providing valuable support to students through guided learning, and facilitating problem-solving with open-ended questions.
- Demonstrated exceptional mentorship skills by guiding and supporting three project teams, enabling each team to achieve an outstanding grade of A or higher for their respective group projects.

Centralized Grader (October 2020 – January 2021)
- Conducted the assessment and grading of homework assignments in the full-stack coding boot camp, offering constructive negative and positive feedback to students.
- Employed a rubric to guide the grading process while exercising judgment to make appropriate grade adjustments.

Apple, Inc.   July 2010 – September 2019
Genius
- Re-established customer relationships with Apple by building rapport through effective communication, employing Mac and mobile hardware repair expertise, and demonstrating creative problem-solving skills for troubleshooting macOS/iOS/watchOS/tvOS software issues.
- Facilitated training for new hires and contributed to the growth of peers by providing valuable feedback.
- Maintained a consistent NPS score of 80% or higher for assuming leadership responsibilities within the team.
- Regularly approached by management to handle challenging and escalated customer interactions toward satisfactory resolutions.

Education

Professional Cloud DevOps Engineer – Google Cloud
Web Development Certificate – Northwestern University (2019)
Associate of Science in Business Administration – Colorado Technical University, online (2008)

Technical Skills

Freshservice | Slack Admin | Microsoft Endpoint Manager| Redux | Jest
IOS | Okta Administrator | React Native | Google Workspace | JAMF | macOS
Web Development (HTML, CSS, Bootstrap, Material-UI, JavaScript/Typescript, & React)
Version Control (Git & GitHub) | Authentication (Firebase Authentication & Passport JS)
Continuous Integration (Travis CI & CircleCI) | Web Frameworks (Express.js & Nest.js)
Database Management (MySQL, MongoDB, Firebase, Sequelize, Mongoose JS, & TypeORM)