

Malcolm Eastman

Queens, NY

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[Linkedin](#)

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WORK EXPERIENCE

Information Technology Coordinator

04/2023 to Present

Brooklyn Urban Garden Charter School - Brooklyn, NY

- Managed user accounts and devices through Google admin.
- Reduced monthly IT expenses by six thousand dollars by transitioning key IT functions from an MSP to an in-house team.
- Worked to create scalable computer based systems to progress success and efficacy for staff and students.
- Trained end users on how to use and maintain software and devices.
- Maintained and updated school endpoints.
- Presented budgetary suggestions to senior management, focusing on potential expense reductions and replacements for end of life devices and software.
- Oversaw technology deployment within the school.
- Created and implemented a cyber incident response plan.
- Set up VOIP phones and extensions using Grandstream PBX.
- Applied rules to a SonicWall firewall to block unwanted traffic.
- Performed a monthly inventory of all technology within the school.
- Performed regular security audits to ensure school was following Nist cybersecurity framework.
- Conducted phishing campaigns using CanIphish to ensure staff are aware of social engineering.
- Managed and administered Google Workspace to centralize school users, security polices and chrome devices configurations.
- Oversaw the implementation and management of Google Cloud services for students and staff.

IT Service Desk Technician

02/2020 to 4/2023

Brooklyn Urban Garden Charter School - Brooklyn, NY

- Answered and documented service tickets.
- Developed and managed a junior tech team.
- Managed MacBooks using Addigy MDM.
- Identified and resolved network issues with Juniper network switches and wireless access points with Mist AI.
- Troubleshooted with tech equipment such as MacBooks, Chromebooks, Lenovo laptops, smart boards, Epson/Ricoh projectors and printers.
- Provided Level I,II and III support to 60 staff members and 320 students.
- Created and executed a Data Loss Prevention Plan to ensure sensitive information is safeguarded
- Installed malware protection on endpoints to ensure integrity and security of the school's IT infrastructure.
- Provisioned laptops to students and staff for academic use.
- Performed routine maintenance on Cisco switches and wireless access points.
- Assisted end users with software installations and configurations to limit user downtime.

IT Support

02/2018 to 08/2021

SCO Family of Services - Queens, NY

- Educated students and staff on how to maintain and repair endpoints.
- Set up thin clients for use with on premise smart boards.
- Provided level one and level two support to staff and students.
- Applied updates to endpoints.
- Deployed student facing Ed tech solutions.
- Provisioned student and staff technology.

Education

Western Governor's University - Millcreek, Utah

B.S. in Information Technology

Expected Gradation: June 2024

PROFESSIONAL SUMMARY

I am a dedicated technology professional with a focus on networking and cloud computing. I have used my expertise in technology to create environments where efficiency is easily attainable. I find and create solutions that get the job done. My value goes beyond hard skills as my wide array of soft skills have also benefited multiple workplace environments.

SKILLS & PROFICIENCIES

- Ansible Automation
- Virtualization
- Ticketing system management (Zoho Desk and Spiceworks)
- ITIL
- Cloud Computing
- Linux
- Technical Troubleshooting
- Computer Networking
- Microsoft Azure
- Amazon AWS
- End User Training
- Python Automation

CERTIFICATIONS

- Comptia A+
- Comptia Network+
- Comptia Security+
- Cisco CCNA
- Juniper Networks Certified Associate, Junos (JNCIA-Junos)
- Smart Technologies Digital Certified Trainer
- Microsoft Certified: Identity and Access Administrator Associate
- Microsoft 365 Certified: Fundamentals
- Microsoft Certified: Cybersecurity Architect Expert