

Cheech Leo

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PROFESSIONAL PROFILE

A smart, motivated, and driven IT Professional with 15+ years in the support industry. Experienced in all levels of Service Desk from individual contributor on the front-lines to managing the team. Focused on providing solutions and solving problems for a stellar customer service experience.

EMPLOYMENT HISTORY

AppNexus, Inc. • New York, NY

Jun 2011 - Aug 2017

Manager, CorpIT Service Desk Escalations

Jan 2017 - Aug 2017

Responsibilities and Accomplishments:

- Spearheaded a newly created 3-person team to support the front-line Service Desk
- Resolved escalated Level 1/2 issues and drove projects to completion
- Deployed an Enterprise Mobility Management system to manage and secure the company's fleet of user-issued laptops
- Tracked issues and projects to completion via JIRA project queue, providing weekly metrics and visibility for management dashboards

Manager, CorpIT Service Desk

Mar 2016 - Jan 2017

Responsibilities and Accomplishments:

- Oversaw a 7-person team in two countries who supported more than 1100 users in 25+ offices around the world.
- Consistently drove the team to resolve issues to resolution within 99% of SLA
- Provided weekly and on-demand metrics for the team to management
- Acted as on-site support for new office openings around the world
- Managed the leasing process and budget planning for end-user computing needs
- Defined company policy for computer usage and software access and purchasing

System Administrator, CorpIT Service Desk

Jun 2011 - Feb 2016

Responsibilities and Accomplishments:

- Individual contributor on a 2-man team responsible for the Service Desk needs of a small growing start-up
- Prepared new-hire computers and accounts
- Managed the corporate PBX, email and vendor accounts

National Football League • New York, NY

Jun 2005 - May 2011

Desktop Support Analyst - Contract through StaffIT, Inc.

Level 2/3 Desktop Support Analyst places on a long-term contract for the NFL League offices. Acted as the primary support technician for all Apple/Mac related issues. Supported the main 500+ League Offices employees, Executives and support staff, the NFL Officials around the country, and on-site league events, play-off games and Super Bowl.

Apple, Inc. • New York, NY

Aug 2006 - Jun 2007

Mac Genius - 59th Street Flagship

Manned the 24-hour Genius Bar at the company's largest retail endeavor at the time. Responded to all customer issues for Apple software, computers and iDevices.

CERTIFICATIONS, COMPETENCIES & SKILLS

Skills:	Competency	Certification Name:	Package:
macOS, Windows, Ubuntu/Linux	Expert	CCT - Certified Casper Technician	Jamf Pro
php, mysql, apache, tomcat, jjava	Advanced	CCA - Certified Casper Administrator	Jamf Pro
bash, perl, AppleScript	Intermediate/Advanced	CCE - Certified Casper Expert	Jamf Pro
Conversational Italian & Spanish	Intermediate		

REFERENCES

Personal and professional references available upon request.