

SHAUN PERSAUD

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shaunpersaud.com

A detail-oriented technology specialist with 10 years of experience supporting IT infrastructure and 5 years of Digital Media production and Web Design and Development.

PROFESSIONAL EXPERIENCE

MARCH 2021 – PRESENT

TECHNOLOGY SPECIALIST, FRONTLINE INC,

- Liaison with CEOs and CIOs of New York-based companies managed by Frontline's MSP services.
- Manage users via Microsoft Azure and Active Directory servers.
- Ensure employees working remotely have access to their data via SonicWall VPN and Cisco AnyConnect.
- Audit and implement security standards and protocols to keep the systems safe from attack and employees safe from Phishing attempts.
- Migrate companies from Google Workspace to Office 365 for better control and monitoring tools.
- Work as a middleman to ensure a smooth transition when one company is bought out by another.
- Provide Helpdesk support for all companies under Frontline's management services when needed.
- Escalation Point On-Call 24/7

JUNE 2019 – PRESENT

TECHNOLOGIST, PROLIFIC SOLUTIONS

- Audit and bolster the company's technical infrastructure to optimize all onboarding and Lead Management systems for scalability.
- Manage a team of 5 experts in their respective fields to build and execute a marketing campaign to boost onboarding for new clientele.
- Build and amplify a web presence using WordPress, Salesforce, and various social boosting platforms to expand outreach and brand identity.
- Create and launch an automated email marketing campaign to garner a 30% boost in outreach and save the outreach team over 1,500 hours in manual input.
- Use Adobe Creative Suite to edit photos, videos, and web assets as needed for relevant campaigns.
- Image and backup all company machines and systems to prevent data loss.
- Provide Technical support on-call with both staff and clientele.

OCTOBER 2018 – APRIL 2019

HEAD OF IT, THE HALAL GUYS

- Serve as in-house tech support for both corporate and franchise locations to resolve all technical issues in a same-day timeframe.
- Create Menu and video templates for content modifiers to populate with company products.
- Work directly with the CEO to ideate on technical infrastructure implementation to help boost worker efficiency and save the company money in time-management.
- Ensure all systems are regularly backed up and maintained for optimal performance and diligently tracked in the “equipment loaned database”.
- Manage all software inventory to ensure the company is always equipped with necessary tools and software while removing redundancies to save on licensing fees.
- Implement and manage a remote infrastructure to view all remote cameras, update menus, and keep an eye on the internet nodes, and checkout systems, in storefronts to ensure they are always running.

SEPTEMBER 2015 – DECEMBER 2018

COLLEGE LAB TECHNICIAN, HUNTER COLLEGE

- Manage a team of 8 departmental interns per day to carry out all necessary actions on incoming tickets from administrative staff and Professors.
- Install, update, and manage technology infrastructure for the graduate and undergraduate departments.
- Create and update all incoming user accounts and emails for incoming freshmen to access e-mails and their remote servers to host works created with Adobe Creative Suite.
- Install, optimize, and maintain all A/V tech in all labs, viewing, rooms, and the TV studio.
- Set-up, run technical checks, and manage (A/V equipment (lighting, sound, and video boards) throughout all department events.

FEBRUARY 2015 – JUNE 2018

TECHNOLOGY COORDINATOR, BARUCH COLLEGE

- Work with the Entrepreneurial department to purchase and install technologies to help aspiring students create proof-of-concept designs.
- Design and develop with educational modules to help students and staff learn how to work with newly installed 3D Printers, the software, or working with circuit designs.
- Work with Professors to help implement some of these technologies in their syllabi.
- Teach classes in working with the circuit designs using Arduino and components to help students and staff understand how everything works together to create their designs.
- Manage all of the technical inventory to replace broken motors, laptops, and burnt hardware.
- Serve as technical support for the entrepreneurial staff.

EDUCATION

DECEMBER 2020

MFA INTEGRATED MEDIA ARTS, HUNTER COLLEGE

Technology Fellowship and Golden Key Scholar

MAY 2014

BACHELOR OF ARTS, HUNTER COLLEGE

Minor in Computer Science



Double Major with Distinguished Departmental Honors in English Literature and Emerging Media

SKILLS

- Time-Management and Public Speaking
- Web Development (Front-end/Back-end)
- A/V Proficient, Crestron, Extron
- GSuite/Google Workspace
- Kaseya VSA, ConnecteWise/ScreenConnect
- OKTA, Duo, SentinelOne
- Azure Active Directory
- Content Creation
- Adobe Creative Suite
- Windows/MacOS/Linux
- Hardware/Software Troubleshooting
- ITGlue Documentation
- JAMF Management/Implementation
- Cisco Meraki Firewall, Switches, and Aps
- O365 Admin
- Vast Knowledge of Video/Audio Codecs

ACTIVITIES

Founder of a Digital Marketing and Managed Service Provider *Apotheosis, LLC*.
Digital Media Artist with works shown in multiple shows and museum exhibits.
Avid Reader and writer currently compiling a Digital Creator's Textbook.
Adjunct lecturer in content creation, web development, and design.