

Erica Casale

Waltham, Massachusetts, United States

 erica@ericacasale.com

 [linkedin.com/in/ericacasale](https://www.linkedin.com/in/ericacasale)

Summary

Dedicated and focused IT professional with a passion for digital media. Excels both independently and in team environments. A natural problem-solver with the foresight to resolve matters before they are actualized, and the innovation to work new solutions into antiquated systems. Well versed in information technology, desktop support, and network management.

Skills

Proficient in Apple Remote Desktop, Casper, Active Directory, Team Viewer, and CyberDuck, as well as programming in CSS, HTML/XHTML, Basic Shell scripting, and Drupal.

Extensive knowledge of productivity and media applications including Final Cut Pro/Studio/X, Motion, DVD Studio Pro, Color, Soundtrack Pro, Avid, After Affects, iLife Suite, and iWork Suite.

Adept with operating systems and server setups including Mac OSX, Mac OS 10.x, OS X Server, Windows Vista, Windows XP, and EditShare Server.

Certifications

iOS (Apple Mobile Device) Certified, OS X Certified, Macintosh Service Certification, Certified Casper Technician (CCT)

Experience

Information Technology Manager

Devoted Health

Jul 2021 - Present (2 years 1 month)

Manage the Devotee Experience IT team

Support Engineer

Devoted Health

Jan 2020 - Jul 2021 (1 year 7 months)

Senior IT Support Technician

Hill Holliday

Dec 2016 - Jan 2020 (3 years 2 months)

Tier 2 Desktop Support: Macintosh OS X Software and Hardware Support

Audio Video Support: Video department deployment and implementation of new desktop and server hardware.

Casper: Deployment and provisioning of new systems using Casper. Customized package creation for Casper using Composer

Adobe: Managing access for users

Workfront: Managing users, clients, and groups

Crashplan: Ensuring all users have accounts and have current running backups of their systems

AD, 365, and Google account creation and management
Client data: Managing all servers and access



Technical Coordinator

Brookline Interactive Group

Apr 2009 - Dec 2018 (9 years 9 months)

EditShare Server Support: hardware repair, user management, user support, proprietary Linux based back end maintenance.

Google Admin Support: New user creations and management

Desktop Support: technical troubleshooting, software updates, general maintenance, hardware (computer) repair and replacement, image configuration and deployment, Mac OS X 10.5+.

Drupal Support: ran testing and implementation of sites, site management.

Audio Video Support: Setting up audio video equipment for events. Performing simple repairs on audio and video equipment. Editing and publishing finished products to the broadcast server for air.

Facilitation of Classes and Workshops: Final Cut beginner, intermediate, and advanced classes, Mac OS workshops, and Kids Music Video Programs.



Desktop Engineer

Hill Holliday

Dec 2014 - Dec 2016 (2 years 1 month)

Desktop Support: Macintosh OS X Software and Hardware Support

Audio Video Support: Video department deployment and implementation of new desktop and server hardware for the department upgrade.

Casper: Deployment and provisioning of new systems using Casper. Customized package creation for Casper using Composer.



Desktop Support Specialist

Cell Signaling Technology (CST)

Apr 2013 - Dec 2014 (1 year 9 months)

Desktop Support: Responsible for OS X Software and Hardware Support

Audio Video Support: AV setup for teleconference and conference room meetings, and Avaya's business communications systems end-user support.

Leasing: Managed new lease implementation, user migrations, and recovery and refresh of leased systems. Casper: Deployment and provisioning of new systems using Casper. Customized package creation for Casper using Composer.



Family Room Specialist

Apple Store CambridgeSide

Apr 2012 - Apr 2013 (1 year 1 month)

Supported new owners get started and helping current ones get quick, efficient support — developing strong, positive relationships with the company. Assisted in troubleshooting, diagnosing, and resolving technical issues with mobile devices. Provided personal training and assisted customers in acquiring the basic skills they need to get started on photo, video, and music projects.



Mac Specialist

Apple

Oct 2007 - Apr 2012 (4 years 7 months)

Sales assistant with a focus on providing a exceptional customer experience. Deep understanding of product line and functionality. Emphasis on building customer loyalty. Assisted in management of visual merchandising, and fulfilled the company's defined customer experience by maintaining a friendly and customer focused approach.



IT TECH

DEXTER-SOUTHFIELD SCHOOLS

Jun 2006 - Nov 2007 (1 year 6 months)

Managed inventory of on-site for faculty and students, performed regular maintenance and updates on Windows machines. assisted in AV setup for student and faculty events.



MEDIA TECHNOLOGY

REGIS COLLEGE MEDIA DEPARTMENT

Jun 2006 - Nov 2007 (1 year 6 months)

Organizing requests for equipment

Organizing the calendar for different events on campus

Setting up and braking down video and audio equipment for functions and events on campus

Education



The New England Institute of Art

Bachelor of Science Degree, Digital Film & Video Production WEB

2006 - 2009



Regis College

Communications

2004 - 2006

Licenses & Certifications



OS X Certified - Apple



Macintosh Service Certification - Apple



Certified Casper Technician - Jamf



Talkdesk Admins Certification - Talkdesk


Issued Jan 2020 - Expires Feb 2021

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Talkdesk Agents Certification - Talkdesk

Issued Feb 2020 - Expires Feb 2021
nyqq6qryn5p

 **Talkdesk Supervisors Certification - Talkdesk**
Issued Apr 2020 - Expires Apr 2021
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Skills

Video Production • Video Editing • Video • Television • Photoshop • OS X • Mac • Illustrator •
Final Cut Pro • Film