

# Jordan Bauer

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## PROFESSIONAL EXPERIENCE

### IT Technician — The Polo Club of Boca Raton

*Boca Raton, FL | 2023–Present*

- Provided technical support for 300+ employees across a multi-building campus, resolving hardware, software, network, and account issues.
- Maintained and troubleshoot network infrastructure, including switches, access points, VLAN configurations, and property-wide connectivity.
- Managed user accounts, permissions, and access controls within Active Directory and Microsoft 365 to support secure and efficient user provisioning.
- Supported an up-to-date ticketing system, prioritizing incidents and service requests based on urgency and impact.
- Trained staff members on IT best practices, troubleshooting basics, and internal support procedures to reduce repeat incidents.
- Used Endpoint Central, Atera, and Goverlan for remote management, patching, imaging, and system remediation.
- Gained experience with the Microsoft Teams Admin Center, including support during a migration from Cisco phones to Teams-based Yealink devices.
- Assisted with the deployment, configuration, and support of point-of-sale (POS) systems for retail and restaurant environments.
- Supported iOS work phones and POS systems, Android digital signage devices, and Linux systems used in small technical projects.

### Administrative Assistant— Rivero Real Estate Inc.

*Miami, FL | 2021–2023*

- Provided tier 1 IT support in a small office environment, resolving computer, printer, software, and basic networking issues.
  - Assisted agents and staff with email setup, workstation troubleshooting, document tools, and daily tech needs.
  - Referred walk-in clients to agents and supported routine office workflows.
  - Helped maintain documentation and simple troubleshooting guides.
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## CORE SKILLS

- **Identity & Systems:** Active Directory, Microsoft 365, Group Policy
  - **Networking:** UniFi wireless, TCP/IP, DHCP, DNS, VLANs, Auvik networks
  - **Device Ecosystems:** iOS & POS devices, Android signage, Linux (small projects)
  - **Endpoint Management:** CrowdStrike, Endpoint Central, Atera, Goverlan
  - **Virtualization:** Open-source hypervisors, VM deployment, snapshots, isolated test environments
  - **IT Operations:** Imaging, deployments, asset management, documentation
  - **Communication:** Collaborating with coworkers, assisting departments, cross-team coordination
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## CERTIFICATIONS

- AWS Solutions Architect – Associate
  - AWS Cloud Practitioner
  - CompTIA Network+
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## EDUCATION

**B.S. in Economics — Florida State University**  
2021