

Thank you for taking the time to review my application. I genuinely appreciate it.

My name is Lachlan, and I would like to introduce myself as a candidate for various entry-level IT roles. I have a keen interest in cloud administration, infrastructure, and security. With a background as a Systems Support Specialist and nearly two decades of prior experience in project management, consulting, and customer service, I would love to contribute to your team.

I recently completed my B.S. in Cloud Computing from WGU, specialising in Multi-Cloud Platforms. Additionally, I hold several certifications, which can be seen on my CV below. These qualifications and hands-on experience have given me a solid foundation in cloud computing and IT infrastructure.

In my current role at Cincinnati Hebrew Day School, I am truly a jack of all trades trusted with the keys to the kingdom. I oversee all IT operations and provide technical support to students, teachers, and staff. I have also been instrumental in developing and implementing several new technologies and streamlining their processes, demonstrating my ability to effectively handle administrative and project management responsibilities. However, since completing my degree, it's time to start pivoting toward cloud infrastructure or security roles to take the next step in my career. My 5-year career goal is to get into Cloud Engineering or Dev-sec-ops.

I am excited about the prospect of bringing my diverse skill set and passion for technology to your company. I am confident that my background, coupled with my certifications and practical experience, makes me a valuable addition to your team. Thank you for considering my application. I am eagerly looking forward to the opportunity to contribute to your continued success.

Thank you for your time,

Lachlan MacUisdean

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# Lachlan MacUisdean

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## **Education**

B.S.I.T - Cloud Computing (Multi-Cloud Track)

Certificate- Network Support Specialist

WGU, April 2024

Per Scholas, Feb 2021

## **Certifications**

CompTIA- A+, Network+, Security+, Cloud+, Project+

Microsoft Certified: Azure Fundamentals (AZ-900), Azure Administrator (AZ-104) – in progress

AWS Certified Cloud Practitioner

Linux Professional Institute: Linux Fundamentals

Axelos ITIL v4 Foundation

## **Extracurricular and Awards**

Cohort President- Per Scholas

WGU Cloud Computing Society- Charter Member and President

WGU Excellence Award- Communications

## **Professional Experience**

**Cincinnati Hebrew Day School--Cincinnati, OH**

***Systems Support Specialist (October 2021 – Present)***

- Managing day-to-day IT operations, planning, researching, and executing IT Projects. Including administration of Azure AD, MS-365, Google Workspace, and other administrative duties.
- Provide technical support on a variety of issues ranging from hardware, software, network, and account management for over 300 students and 50+ Teachers, Staff and Volunteers.
- Wrote and implemented a new and updated set of AUP and Security Policies.
- Procuring necessary equipment and supplies in accordance with CHDS policies.
- Designed and overseen installation of new network (Aruba/ FortiGate), spanning two campuses via wireless bridging.

**Robert Half--Cincinnati, OH**

***IT Support Technician (Aug 2021 - September 2021)***

- Imaged (SCCM/PXE), provisioned (AD DS) and deployed laptop and desktop clients for a healthcare system.
- Migrated user data.
- Documented and managed assets.
- Completed three-month contract in half the time expected.

**Noctilucent Consultancy--Cincinnati, OH**

***IT Consultant (March 2021 - February 2022)***

- Provided technical support on a variety of issues ranging from hardware, software, network, and account management for Individuals, Small Offices and Start-Ups.
- Provided on-site technical support by performing installation, repair, and preventative maintenance of workstations and networking equipment.
- Provided support to end users on a variety of issues ranging from hardware, software, network and account management.
- Provided basic network support ensuring desktop and other networked peripherals full connectivity.
- Procured necessary equipment and supplies in accordance with client needs and budgeting concerns.