

J. Sebastian Mateus

IT/Cloud Technologies Professional

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Professional Summary

IT professional with 5+ years of operational experience in large-scale enterprise environments, seeking to transition towards cloud administration/systems engineering roles. Experience supporting 5000+ endpoints across hybrid Microsoft/Apple infrastructure, managing device lifecycle and collaborating with engineering teams on enterprise deployments. Currently building advanced technical skills in cloud platforms (Azure, AWS) and infrastructure automation while leveraging strong operational foundation and bilingual communication abilities (English/Spanish).

Skills

- **Cloud & Enterprise Platforms:** Azure AD/Entra ID, Microsoft 365, AWS fundamentals, Intune,
- **System Administration:** PowerShell, command-line tools, Active Directory, MDM platforms
- **Networking Fundamentals:** TCP/IP, DNS, DHCP, OSI Model, Network Security Groups (NSGs), Virtualization
- **Windows/Apple Endpoint Tools:** PXE servers, Microsoft Autopilot, Workspace ONE, SCCM
- **Operating Systems:** Windows (enterprise), macOS, Linux fundamentals, Mobile platforms (iOS/Android)
- **Asset & Vendor Management:** Hardware lifecycle, warranty processing, vendor coordination, inventory systems, Apple Business Manager
- **ITSM & Communication:** ServiceNow ITSM for incident management and change requests, Slack, Zendesk, Microsoft Teams, Cisco Jabber
- **Core Competencies:** Problem-solving, technical documentation, process improvement, cross-functional collaboration

Work Experience

Endpoint Configuration Analyst II

Chick-Fil-A Corporate Support Center, Atlanta, GA

November 2024 - Present

Assigned to Chick-Fil-A Inc - Contract

- Managed enterprise device lifecycle for 5000+ endpoints across hybrid Microsoft/Apple infrastructure integrated with Intune, Microsoft Autopilot, Workspace One, SCCM, and Azure AD/Entra ID
- Executed command-line tools and PowerShell for system diagnostics, configuration management, and troubleshooting
- Participated in large-scale device deployments for new hire onboarding and seasonal workforce initiatives
- Carried out ServiceNow ITSM operations, including processing incidents, build requests and device stock management
- Coordinated warranty claims and vendor relationships with Microsoft, Apple, Dell, and Lenovo, managing repairs, exchanges and RMA processes
- Collaborated with endpoint engineering teams on MDM integration challenges and security compliance to improve deployment rates
- Implemented rigorous QA protocols for device builds, achieving consistent enterprise compliance standards

Bilingual Technical Support Specialist

CDE Inc., Marietta, GA

July 2024 - November 2024

- Provided Level 2 technical support for EBT, WIC, and POS payment processing systems
- Diagnosed and resolved complex hardware, software, and network connectivity issues
- Managed merchant support tickets through CRM systems, maintaining SLA compliance
- Coordinated equipment procurement and deployment to support merchant operations

Bilingual Technical Support Analyst

Assurant, Atlanta, GA

June 2022 - July 2024

- Delivered bilingual technical support to 50+ daily customers across multiple device platforms
- Troubleshoot complex mobile device issues on iOS, Android, Windows, and macOS systems
- Utilized remote diagnostic tools to resolve software conflicts and configuration problems
- Maintained 95%+ customer satisfaction ratings in high-volume support environment

Bilingual Medical Collections & Billing Agent

Hollis Cobb Associates, Atlanta, GA

April 2021 - June 2022

- Managed accounts receivable operations for major healthcare systems (Northside, WellStar, Grady hospitals)
- Processed 200+ daily customer interactions while maintaining strict HIPAA compliance and security protocols
- Coordinated with AR department on insurance claim processing and follow-up procedures

Field Repair Technician for Device Insurance Claims

Asurion, Atlanta, GA

October 2019 - April 2021

- Completed 1000+ certified mobile device repairs across multiple manufacturers (Apple, Samsung, Google, Motorola)
- Provided on-site technical support and diagnostic services for insurance claim processing
- Managed POS system operations and inventory tracking for field service operations
- Mentored new technicians on repair procedures and quality standards

Mobile Device and Computer Technician

uBreakiFix, Duluth, GA

July 2019 - October 2019

- Performed 500+ mobile device and computer repairs using manufacturer-authorized parts and software
- Managed back-of-house operations including inventory control and quality assurance processes
- Provided supervisory support and technical leadership in absence of store management

Education_____

SAE Institute of Technology

Diploma - Audio Engineering

2012-2013