

# Emily Grueneich

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## Summary

Systems-focused IT Engineer with 5+ years of experience managing MDM platforms and supporting endpoints across macOS, Windows, and Linux. Passionate about security, compliance, and building thoughtful, scalable systems.

## Experience

### IS&T Analyst | Red Oak Technologies

02/2025 - Present

- Provide Tier 1 and Tier 2 technical support to internal Apple employees, resolving an average of 40 hardware, software, and network tickets per week across macOS, iOS, Windows, and Linux platforms.
- Triage and escalate high-priority incidents to engineering teams, ensuring minimal business disruption.
- Deliver white-glove support for all users, maintaining Apple's rigorous user experience standards.
- Maintained an average of 97% satisfaction rate over a period of 3 months.

### IT Technician | Excel Fitness

01/2024 - 10/2024

- Provided technical support for a wide range of IT and A/V issues, including onboarding/offboarding, password resets, inventory management, site-wide outages, and reimaging systems.
- Sole maintainer of all IT equipment across NC, VA, GA, and TN, traveling to provide in-person support.
- Supported remote device troubleshooting for both Windows and macOS using cloud-based tooling and remote scripting.
- Repaired and maintained IT infrastructure, including modulated video systems, printers, and security cameras.

### IT Systems Administrator | Blueboard

04/2023 - 08/2023

- Administered key tools like Google Workspace, JumpCloud, Atlassian, Vanta, Slack, Zoom, and MS Office 365.
- Reduced onboarding effort by 50% using GAM-based workflow automation in Google Workspace.
- Implemented device refresh policy that saved 12% of the IT budget through repurposing of existing laptops.
- Participated in stand-ups and sprint planning sessions to prioritize and deliver IT infrastructure improvements aligned with business OKRs.

### IT Support Specialist | Blueboard

04/2022 - 04/2023

- Supported 200+ users in a remote environment; managed onboarding/offboarding, licensing, and email creation.
- Executed seamless migration of 250+ employee laptops from JAMF to JumpCloud with minimal downtime.
- Built an employee self-service portal in Jira, reducing incoming tickets by 45%.
- Managed corporate device deployment, ensuring security and compliance.

### Customer Support/Team Lead | CustomerHD

11/2019 - 04/2022

- Led a team of 12 support agents; built custom tools using TypeScript and Google Sheets to improve operations.
- Managed customer escalations and contributed to developing QA metrics for client engagements.
- Consistently maintained a 90%+ customer satisfaction rating.

### Help Desk/QA Analyst | Conduent

08/2017 - 11/2019

- Delivered Tier I/II Apple technical support with a 95% first-contact resolution rate.
- Mentored new hires and conducted training for Tier I and II support agents.
- Improved overall team efficiency, increasing resolution rates from 70% to over 90%.

## Certifications

### CompTIA A+ | 02/2022

Certification ID: X75MN0LFWDQEQSK2

### CS50p | 09/2024

Certification ID: adbb9ab4-6960-4f80-9f18-bc64276014c0