

**MARTIN NOLAN**  
**116 MONROE ST**  
**KALAMAZOO, MI 49006**  
**(269)350-3850**  
[MARTIN.CLIFFORD.NOLAN@GMAIL.COM](mailto:MARTIN.CLIFFORD.NOLAN@GMAIL.COM)

## SUMMARY

Knowledgeable technical professional with a long track record of providing solutions, increasing efficiency through automation, and focusing on the user experience.

## QUALIFICATIONS

Extensive experience supporting Microsoft Windows, macOS, and Linux in both small and large enterprise environments

Proficiency in multiple scripting languages including bash, Python, PowerShell, and VBS

Detailed experience configuring and using imaging and remote administration tools for Windows and Mac platforms including MECM (formerly SCCM), MDT, Munki, et. al.

Deep working knowledge of automating device configuration via setup scripts, Group Policy Objects (Windows) and Configuration Profiles (Mac and iOS)

Experience configuring and securing services on Windows, Mac and Linux servers

## RECENT EXPERIENCE

April 2018 – Current

*Network Administrator*

Western Michigan University College of Education and Human Development  
Kalamazoo, MI

- Deployed, imaged, configured, and maintained college client and server systems
- Imaged and maintained CEHD labs along with faculty/staff computers
- Transitioned from MDT imaging to SCCM operating system deployment in order to streamline imaging and deployment workflow
- Automated Windows software installation and Windows 10 upgrades using SCCM, as well as Mac software installation using Munki
- Audited and rewrote group policy objects for labs and faculty/staff to provide an optimized user experience
- Transitioned to a *startosinstall*-based Mac imaging workflow after macOS High Sierra and APFS broke block-level imaging, then further transitioned to Apple's supported workflow with MDM and configuration profiles
- Worked with a wide array of faculty and staff users as well as supervised undergraduate and graduate student workers

April 2012 – October 2017

*Computer Support Specialist*

Kalamazoo College  
Kalamazoo, MI

- Provided technical support including hardware, operating system, and application support for faculty, staff, and students
- Deployed, imaged, configured and maintained college-owned Windows, Mac and Linux systems
- Packaged, tested, and delivered software and updates to college systems including all lab and classroom computers
- Maintained standard images and scripts to provide a consistent user experience across campus
- Stayed current with new technologies, products, and best practices in order to make hardware, software, and process recommendations
- Supervised student workforce

August 2010 - May 2011

*IT Support Services I*

University of Iowa Campus Technology Services  
Iowa City, IA

- Provided technical support for University of Iowa faculty, staff, and students on a wide array of university owned and personal systems.
- Researched and documented solutions for inclusion in a publicly viewable knowledge base.

## EDUCATION

2009 University of Iowa

*Bachelor of Arts*

*Major in Linguistics, Minors in Computer Science and Informatics*

Iowa City, IA