

Chandler Friedman

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SUMMARY

Experienced IT professional specializing in hardware asset lifecycle management and enterprise technical support across Windows and Mac environments. Demonstrated success in implementing efficient hardware management workflows, coordinating procurement and deployment processes, and maintaining detailed asset documentation systems.

EXPERIENCE

IT Consultant

UNISON

September 2024 – November 2024, Mountain View, California, United States · On-site

- Implemented and formalized company-wide IT infrastructure, shouldering accountability for purchasing and installation of new routers, switches, UPS, ethernet drops, and WAPs, while optimizing overall IT organization.
- Led vendor selection process for timely procurement of SiemensNX and TeamCenter CAD software, negotiating contracts and supporting staff.
- Implemented first asset inventory, tracking asset deployment, asset utilization, managing inventory and hardware asset management.
- Provided ongoing hardware, software, and network troubleshooting and repair services.

IT Consultant

Jones IT

March 2024 – July 2024, San Francisco Bay Area · Hybrid

- Diagnosed and resolved complex technical issues across diverse platforms, including imaging machines with Jamf.
- Implemented and managed cloud-based solutions, including Okta for SSO.
- Documented detailed technical solutions, translating technical concepts for non-technical stakeholders.
- Demonstrated continuous learning and adaptation to new technologies, achieving AWS Solutions Architect Associate certification.
- Developed strong problem-solving abilities, technical adaptability, and customer service orientation.

IT Support Engineer

LA Computer World

June 2023 – March 2024, Los Angeles, California, United States · On-site

- Resolved thousands of healthcare-focused help desk tickets while managing sensitive data and maintaining data privacy and compliance requirements, receiving company-wide recognition for customer satisfaction.
- Administered and supported diverse systems including AzureAD/Entra, Box cloud storage, UniFi networks, and enterprise productivity suites (Microsoft Office, Google Suite).
- Coordinated remote technical support using ScreenConnect and Splashtop while utilizing IT management platforms (Syncro, Zoho, Hudu) for comprehensive system administration.
- Developed and maintained high-quality technical documentation, earning specific recognition for maintaining records and documentation.
- Demonstrated expertise in troubleshooting software, hardware, and network issues across distributed systems and multiple platforms.

Founder

Fake News Sniper

February 2020 – June 2023, Los Angeles, California, United States

- Managed company-wide IT infrastructure, website development, and new hire training program.
- Coordinated project team delivering disinformation network analysis report for Meta.
- Developed expertise in Meta's fact-checking partner software and provided training to team members.
- Implemented database management strategies and adapted content flagging processes to align with evolving platform guidelines.

EDUCATION

BA, Psychology

Emory University · A.A. from Oxford College of Emory University; Circle K

CERTIFICATIONS

AWS Certified Solutions Architect – Associate

Amazon Web Services (AWS) · 2024

Prompt Engineering for ChatGPT

Coursera · 2023

CompTIA Security+, Network+ and A+ Certifications

CompTIA · 2023

Sport Pilot – Gyroplane Endorsement

Federal Aviation Administration · 2020
