

Dylan Bochman

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Objective I am working on gaining skills and experience in positions that will help me on my path to becoming the best IT professional possible. I am particularly interested in security and increasing security through IT best practices.

Education **Major: bioinformatics**, graduated: May 2014
University of Massachusetts (UML), Lowell, MA

Computing Skills

IT Proficiencies:

Significant HelpDesk Experience
Google Apps / Google Admin
Significant OSX & iOS Experience
Windows 7,8,10 & Microsoft Office
Network & VPN Troubleshooting
LDAP & ActiveDirectory management
IT Project Management / Coordination

Interpersonal Skills:

- Project management and coordination
- Created and fostered vendor relations
- Work closely with our Ops team to resolve network issues
- Great presence online & in person

Experience

IT Support Engineer, Spotify, Somerville MA, May 2014-Present

- Give personal support to Spotify's remote employees (2500+).
- Manage IT singlehandedly for Spotify Boston (100 Users)
- Maintain and monitor AV Systems (conference room infrastructure)
- Coordinate projects and build relationships with product vendors
- Manage, Troubleshoot, and maintain network infrastructure

IT Coordinator, The Echo Nest, Somerville MA, Spring 2013- May 2014

- Created library of documentation for integral users
- Managed onboarding process for all new users
- Managed LDAP DB and monitor internal network
- Established video conferencing protocol between offices (Boston/SF)

Computer Support, City of Cambridge MA, Fall 2012- Fall 2013

- Assisted with 3rd & 4th Floor network switch upgrade
- Added documentation to the knowledge base
- Managed user support and hardware allocation
- Upgraded HelpDesk software and installed KVM on fileserver

IT Intern, DataXu, Boston, MA Summer 2011

- Managed all in-house hardware errors and replacements
- Designed company wide Wiki page for managing vacation schedules
- Built and set-up a mobile teleconferencing station

IT Intern, Axeda, Foxborough, MA Summer 2010

- Responsible for resolving tickets via HelpDesk software
- Managed an inventory of all computing equipment
- Scheduled and oversaw several troubleshooting sessions with Dell

Head Belayer/Counselor, Boston Rock Gym, Woburn, MA Fall 2007 – Present

- Managed groups of children and supervised birthday parties
- Worked the checkout register and handled customers calls
- Contributed to summer camp program, at management request.
- Managed front desk and cash register
- Responsible for opening and closing of the Rock Gym

Achievements Honors

Ranked 3rd in New England for 2008 climbing season
Deans List, University of Massachusetts Lowell