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# SENIOR SYSTEMS ENGINEER / NETWORK ADMIN / CONSULTING ENGINEER

J O N J E W E T T

391 Douglas Lane, Gallatin, TN 37066  
jon@jonjewett.com | 615.669.4539  
<https://www.jonjewett.com/resume/>

## PROFILE

Over seventeen years of experience as a full-stack Systems Engineer, often bridging the gap between various associated fields and managing the big picture.

Solid foundational experience in Network Engineering, and Administration of Apple, Microsoft, and Linux/Unix systems. True subject matter expert in all macOS and Apple iOS technologies, especially in regards to their integration into heterogeneous environments.

Proficient in Systems Design, and Pre-Sales Engineering. Particularly adept at analysis, troubleshooting, and practical/hands-on technical training.

Additionally skilled in a wide array of adjacent technologies such as Cloud Hosting & SaaS tools administration (Google Workspace/Office365), VoIP/telephony, Mobile Device Management (MDM), scripting, and custom deployment and automation systems.

## CORE COMPETENCIES

- Subject matter expert in Apple technologies, including their integration into heterogeneous environments. (*Enterprise, SMB, Education, & Datacenter*)
- Extensive experience working with all of Apple's deployment programs (Device Enrollment Program i.e. DEP, Volume Purchase Program i.e. VPP, and Apple Configurator/Mobile Device Management i.e. MDM frameworks) for the initial deployment of, and ongoing configuration management of, both iOS and macOS devices.
- Expert in both casual use (File Server, Caching Server, etc.), and advanced operation and configuration (Directory Services Integration, DNS Service, Wiki Server, Profile Manager/MDM, or NetBoot/NetInstall/NetRestore Services) of Apple's server software (from the full Mac OS X Server operating system, to the current macOS Server App).
- Very strong knowledge of (and experience deploying and troubleshooting) network services, such as DNS, DHCP, and NetBoot (PXE) infrastructure.
- In addition to setting up and administering on-premise Linux or macOS email and collaboration servers, experienced in managing G Suite / Google Workspace, ChromeBook/OS, and Office365 environments as well.

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### CORE COMPETENCIES (continued...)

- Knowledgeable in a variety of virtualization technologies, including how they impact Apple device-centric environments (by virtualizing macOS, or using third-party software to provide network services traditionally dominated by Apple servers). From the open source KVM and LXC/OpenVZ container implementations on Linux, to the commercial ESXi hypervisor and vSphere management offerings of VMware.
- Strong shell (bash) scripting experience. From basic backups or rsync triggering, to more complex ongoing monitoring and condition testing; making ad-hoc network or service monitoring simple and cost free.
- Experience deploying WPA Enterprise wireless security, the universal network connection security of 802.1x, Radius Server, and Directory Service Integrations underlying it.
- Solid IP Networking knowledge and experience (*OSI Layers 1-3*). Comfortable mapping and tracing network paths from source to destination through switching, and routing, environments (LAN, WAN, & Internet). (*Additionally experienced with NAT, QoS, LACP, VLANs, and stateful/application layer firewall and security services.*)
- Knowledgeable and experienced in the entire end-to-end topography associated with successful email sending and reception. From initial mail client DNS queries and SMTP connections, to the variety of SPF/DKIM/TXT, MX, and PTR DNS records that must be visible internet-wide for successful and consistent mail delivery.
- Excel at working in a Systems Architect or project design and deployment capacity. Figuring out how to best design, and setup a system, workflow, or technology.
- Strong teaching and mentoring skills. Equally comfortable (and experienced) training in both outward/customer facing environments, or internal personnel development. Able to explain complex and difficult-to-grasp concepts to people using their existing knowledge, or experience as examples.
- Strong expertise in telephone system design and implementation; particularly VoIP. Extensive experience with Asterisk directly; compiled from source, manually programmed dial-plan logic, scripted configuration backups, and pre-provisioning standby systems for rapid service restoration in the event of a failure on the active system.

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## PROFESSIONAL EXPERIENCE

### Visual Edge IT — Nashville, TN. 2022 - *Current* PROFESSIONAL SERVICES ENGINEER

- Design infrastructures, implement and support technology solutions utilizing server technologies, virtualization, backup, and assorted network solutions.
- Serve as the lead on complex technical issues and opportunities.
- Perform complex troubleshooting and resolutions for systems at different enterprise levels, serving as an escalation point.
- Provide training, mentorship, and support the professional development of fellow engineers and support personnel.

### IDC Technologies — Nashville, TN. 2021 - 2022 DATACENTER TECH

- Worked as part of a small team to ensure that personnel is always on premise and available (24/7/365) in the Global Technology Operations Center to escort repair vendors, or provide remote hands/physical assistance within the Datacenter to remote Infrastructure/Engineering groups.

### AmpleTech Refresh — Phoenix, AZ. 2020 - 2021 SENIOR SYSTEMS ENGINEER

- Managed in house technology infrastructure (networks, production imaging, servers/applications, and SaaS administration).
- Served as a subject matter expert on a wide variety of computer, server, and networking gear being processed, bought, and sold.
- Handled technical escalations from audit and operations personnel, and assisted with overall process and logistics.

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## PROFESSIONAL EXPERIENCE (continued...)

### The Linde Group — San Francisco Bay area, CA. 2018 - 2019 IT CONSULTANT

- Provided client IT staff with ongoing training and consulting services, as well as troubleshooting and problem resolution assistance.
- Re-Architected the wireless network and endpoint management infrastructure for several small business and mid-sized education customers.
- Worked with various tech companies to streamline their on boarding and off-boarding processes and procedures.

### Simply Mac — Nashville, TN. 2014 - 2017 SYSTEMS ENGINEER

- Transformed the entire company-wide technical services divisions from our existing, VAR/Reseller based models, to one primarily comprised of Managed Services
- Performed departmental, and personnel *re-organizations* necessary to build an effective technical services group to facilitate delivery of our *Managed Services* offerings.
- Worked with accounting, marketing, and computer repair/service departments to clearly define the descriptions, boundaries, and detailed specifics, of our new *Managed Services* offerings.

### MacAuthority — Nashville, TN. 2011 - 2014 SENIOR SYSTEMS ENGINEER

- As the company grew, moved to a more senior/management role, acting as a de-facto CIO/CTO playing a large role in our overall choices regarding the use of technology on a larger scale.
- Hired, trained, and supervised personnel providing both internal I.T. for our company, and customer-facing technical services alike.
- Performed a variety of “*Configuration Services*”, and “*Directory Services Integration*” jobs as a delivery engineer and subcontractor for Apple Professional Services.
- Provided technical consulting services for an array of the company's business and education customers.

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## PROFESSIONAL EXPERIENCE (continued...)

- Worked towards transitioning the company's technology infrastructure from expensive, proprietary vendor systems, to inexpensive open-source, or commodity systems that could be managed in-house.
- Responsible for the design, configuration, and ongoing management of any and all I.T., and technology systems across the entire company.

## ADDITIONAL EXPERIENCE

Excelled in early IT career, advancing through increasingly responsible roles including:

Image Communications — Nashville, TN	Network Engineer, 2012 - 2014
MacAuthority — Nashville, TN	Systems Engineer, 2008 - 2010
MacAuthority — Nashville, TN	Service Technician, 2005 - 2007

## EDUCATION

**Southern Adventist University** — Chattanooga, TN  
**MAJORING IN MEDIA TECHNOLOGY — 1998.**

## TECHNICAL CERTIFICATIONS

### **Systems Engineering — Expert:**

- **ACSA** Apple Certified System Administrator v10.6
- **ACSA** Apple Certified System Administrator v10.5
- **ACSA** Apple Certified System Administrator v10.4
- **Xsan 2.0** Certified Administrator — (Storage/SAN)
- **Xsan 1.4** Certified Administrator — (Storage/SAN)

### **Systems Administration — Professional:**

- **ACWA** Aerohive Certified Wireless Administrator — (Network/WiFi)
- **CCA** Casper Certified Administrator — (JAMF)
- **dCAA** Digium (Sangoma) Certified Asterisk Administrator — (VoIP)

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## TECHNICAL CERTIFICATIONS (continued...)

- **ACTC** Apple Certified Technical Coordinator v10.10
- **ACTC** Apple Certified Technical Coordinator v10.9
- **ACTC** Apple Certified Technical Coordinator v10.8
- **ACTC** Apple Certified Technical Coordinator v10.7
- **ACTC** Apple Certified Technical Coordinator v10.6
- **ACTC** Apple Certified Technical Coordinator v10.5
- **ACTC** Apple Certified Technical Coordinator v10.4

### Device Management and Administration — **Specialist:**

- **Apple Certified Specialist** OS X — Directory Services v10.6
- **Apple Certified Specialist** OS X — Security and Mobility v10.6
- **Apple Certified Specialist** OS X — Deployment v10.6
- **Apple Certified Specialist** OS X — Directory Services Integration.. v10.4

### Device Management and Administration — **Associate:**

- **Apple Certified Associate** OS X — Management v10.9
- **Apple Certified Associate** OS X — Integration v10.9
- **Apple Certified Associate** OS X — Integration v10.8
- **Apple Certified Associate** OS X — Integration v10.7
- **Apple Certified Associate** OS X — Integration v10.6

### Tech / Help Desk — **Support:**

- **ACSP** Apple Certified Support Professional v10.10
- **ACSP** Apple Certified Support Professional v10.9
- **ACSP** Apple Certified Support Professional v10.8
- **ACSP** Apple Certified Support Professional v10.7
- **ACSP** Apple Certified Support Professional v10.6
- **ACSP** Apple Certified Support Professional v10.5
- **ACHDS** Apple Certified Help Desk Specialist v10.4

## TESTIMONIALS / REFERENCES

*"In my role at MacAuthority I had the opportunity to work with Jon on many projects and deployments. Jon could always be counted on to deliver the projects on time and within budget. He is the best I know at grasping complex technical issues and offering creative solutions."*

— **Mark Gregory**, former President and CEO of **MacAuthority**  
(615) 406-5558 — [m.gregory@comcast.net](mailto:m.gregory@comcast.net)

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## TESTIMONIALS / REFERENCES (continued...)

*"Jon is able to bring an extreme focus on the work given, a keen and incisive analytical intelligence to the job in hand. He is motivated by many passionate IT interests, making himself a valuable addition to our team as he does not tire until he finds the cleanest and most efficient solution to whatever problem is put before him. Jon has an extensive experience implementing and overseeing all aspects of computer systems —configuring routers, installing additional devices, designing encryption systems, collaborating with Systems Analysts to find and analyze data that might point to possible weaknesses in a network, monitoring and improving system performance."*

— **Michael Vasile**, COO, DPR / QEH&S, **AmpleTech Refresh**  
(480) 341-7805 — [mvasile@ampletechrefresh.com](mailto:mvasile@ampletechrefresh.com)

*"I worked with Jon early in my IT career and he was very influential in my growth. He is smart, honest, humble, and a great teacher. I still think back to the lessons he taught me and how he was willing to take the time and effort to go down any technical rabbit hole, no matter how deep! Jon is certainly the one-to-thank for pushing me to developing my coding skills in the IT world."*

— **Josh Nickels**, Security Engineer | SysAdmin | Manager, **KION Group**

*"In a field sometimes filled with misplaced mystique, Jon is a grounding force. We need people who will explain the bare bones of what's going on "under the hood" in everything from the desktop to the enterprise datacenter. He's one of those guys. His experience has breadth, but his interpretation of tech in a realistic and practical way helps to boil down many operations nicely for both leadership and clients."*

— **Lucas Leverett**, Brand Experience Architect  
(615) 577-7677 — [lucas@lucasleverett.com](mailto:lucas@lucasleverett.com)

*"Jon has been our go to engineer for all things Apple, network integration and frankly all around educational technology for more than 7 years. At every level, he has not only been highly skilled, insightful and well rounded, but also forward thinking, reasonable and just spot on. We will continue to look to Jon for help because he has been a key part of our technology support."*

— **David Barber**, Director of Network Operations, **Silverdale Baptist Academy**  
(423) 364-1577 — [dbarber@silverdaleba.org](mailto:dbarber@silverdaleba.org)

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## TESTIMONIALS / REFERENCES (continued...)

Jon was invaluable to us while I worked at LEAD Public Schools. As an engineer at MacAuthority/Simply Mac, I found his professionalism and expertise in system design to be second to none. I always enjoyed and benefitted greatly from our interactions. A great technology resource!"

— **Jay Morgan**, CEO, **Comstasis**  
via LinkedIn — <https://www.linkedin.com/in/jon-jewett>

*"Jon provided high quality IT consulting services for us for over 6 years. He was always professional, very timely in service and sensitive to finding the cost effective and best fit solution to technology projects and problems we encountered. We always felt our best interest was a priority for him."*

— **Chris Fehr**, COO & CFO, **TSWII Management Company**  
(423) 267-1430 — [chris@tswii.com](mailto:chris@tswii.com)

*"I worked with Jon for three years at MacAuthority, and then Simply Mac. While we didn't work together directly, I did work closely with Jon on several projects over the course of my time there. He always took time to explain the answers to the questions I had and was a great consulting partner in utilizing our technology effectively. The thing that I appreciated about him the most was that if he didn't know the answer to a problem I had, he would do research until he found a solution that would work well for me."*

— **Erin Salemi**, Leadership & Organizational Development Coordinator, **HCA**  
via LinkedIn — <https://www.linkedin.com/in/jon-jewett>

"Jon Jewett was super easy to work with and responded to any issues quickly. I think he may be a computer genius, but he'd never let on. When I didn't understand what was happening to the computer or server, he was great about explaining things to me. I would absolutely recommend him to anyone (and have)."

— **Susan Ruth**, Office Manager, **Dryden Architecture and Design**  
(615) 439-5201 — [susanruth@rocketmail.com](mailto:susanruth@rocketmail.com)

"Mr. Jewett was a great help to our organization. We are a small staff of five with various computer skill levels. Mr. Jewett was very patient with each staff member as he installed our new system."

— **Sherry Murphy**, Executive Director, **Elizabethtown Tourism and Convention Center**  
(270) 723-3130 — [director@touretown.com](mailto:director@touretown.com)