

Gabriel Marcelino

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Senior Apple Endpoint & Systems Engineer | Jamf | Client Platform | Automation

PROFESSIONAL SUMMARY

Senior Apple endpoint and systems engineer with 10+ years of experience supporting macOS, iOS, iPadOS, and Windows environments across enterprise, education, managed services, and healthcare organizations. Strong background in Jamf, Apple device lifecycle management, automation, scripting, ServiceNow-based operations, and complex endpoint troubleshooting at scale. Known for combining hands-on support with systems thinking to improve reliability, reduce manual effort, and build practical solutions that improve both operational efficiency and end-user experience.

CORE SKILLS

Jamf Pro, macOS/iOS/iPadOS management, Apple Business Manager, Automated Device Enrollment, endpoint lifecycle management, onboarding & offboarding workflows, Jamf Connect, Platform SSO testing, Entra/Azure-connected workflows, shell scripting (zsh/Bash), Python, AppleScript, Swift, patching & remediation, packaging & deployment, configuration profiles, ServiceNow, documentation and runbooks, endpoint compliance, automation, cross-functional project delivery

PROFESSIONAL EXPERIENCE

One Medical / Amazon — *IT Client Engineer* | 2022–Present

- Support enterprise macOS and iPadOS environments at scale, owning complex troubleshooting across enrollment, configuration profiles, policy behavior, updates, and endpoint edge cases.
- Helped lead a large-scale Jamf migration and supported long-term Apple endpoint management strategy in a complex enterprise environment.
- Built automation and internal tooling using shell scripting and Swift to streamline provisioning, remediation, patching, and day-to-day endpoint operations.
- Implemented and maintained patching workflows using Nudge, Installinator, and custom scripting to improve compliance and reduce manual effort.
- Supported identity-related implementation and testing work around Jamf Connect, Platform SSO, and Entra-connected workflows in partnership with engineering and platform teams.
- Worked in ServiceNow-based support environments, contributing to incident handling, escalation, structured workflows, and operational documentation.

Montclair State University — *Desktop Support Technician / Mac Specialist* | 2017–2022

- Managed and secured Apple devices campus-wide, supporting an on-prem Jamf Pro environment and serving as a primary escalation point for macOS security, management, and configuration issues.
- Developed deployment workflows, software packaging, and scripts to support standardized Mac provisioning and improve technician efficiency.
- Supported Apple management workflows during a Munki-to-Jamf transition, gaining familiarity with Munki-based software deployment concepts.
- Trained technicians on Apple deployment, enrollment, and lifecycle management best practices while improving team knowledge sharing.
- Worked extensively in ServiceNow for asset management, ticketing, escalation, approvals, documentation, project/change workflows, and ITIL-aligned operations.

Earlier Experience — *Promedia / New Era Technology; Bergen Community College / SunGard* | 2004–2017

- Supported large Apple and Windows environments across managed services and higher education, including software deployment, imaging, packaging, enterprise troubleshooting, and structured end-user support.
- Used tools including Casper Composer, Casper Imaging, DeployStudio, Ghost, and SCCM while supporting faculty, staff, lab, and enterprise user environments.

CERTIFICATIONS

Jamf Certified Expert | Jamf Certified Endpoint Security Admin | Jamf Certified Admin | Jamf Certified Server Admin | Certified Casper Technician (CCT) | Apple Certified Macintosh Technician (ACMT)

Additional relevant training: Completed Jamf Protect 370 training

ADDITIONAL

Languages: English, Spanish | Active MacAdmin community contributor | Volunteer technology leadership includes Zoom, Microsoft 365, servers, networks, and multi-site technical operations.