

Elber (Raz) Rafart
IT Support Specialist
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OBJECTIVE

IT Support Specialist with strong experience in Mac/Windows environments, onboarding automation, device management, and workflow optimization. Seeking an opportunity to contribute technical expertise, problem solving, and customer service skills to a fast-paced IT team.

PROFESSIONAL EXPERIENCE

IT Support Technician , Ayzenberg, June 2024 - November 2025 (Pasadena, CA)

- Provided technical support across 60% Mac and 40% Windows environments through Teams, Outlook, and phone support.
- Triage incoming tickets through Desk365 and met SLA requirements in a high-volume environment.
- Managed user provisioning and deprovisioning across platforms including Office 365, Azure, Slack, Adobe, Okta, and 1Password.
- Managed asset inventory using Monday.com including new hire laptops, returned hardware, and loaner devices.
- Led a project to rebuild and automate new hire and offboarding forms using Monday.com and AI, improving accuracy, reducing manual steps, and optimizing lifecycle workflows for HR, IT, and Ops.
- Deployed and configured Kandji MDM across 100+ Mac devices, implementing security baselines, enforcing compliance, and standardizing onboarding configurations.
- Conducted new hire onboarding training sessions covering IT policies, tools, and security best practices.
- Updated internal knowledge base using SharePoint to support IT operations and ticket resolution.

IT Support Admin , Blue Apron, July 2022 - August 2023 (Austin, TX)

- Provided technical support to end users in a predominantly Mac environment (90% Mac OS, 10% Windows OS) via communication platforms such as Slack and Google Meet. Primary troubleshooting for hardware and software.
- Manage user accounts and access across multiple applications such as Adobe, Jira, and Adobe.
- Conducted comprehensive onboarding processes for new hires, including delivering in-person orientation presentations.
- Effectively offboarded employees using tools such as BetterCloud, Google Workspace, and Jamf.
- Successfully managed and maintained 1000+ Mac/PC devices through the utilization of Jamf/Intune. Mobile device management of iPhones and iPads.
- Demonstrated exceptional organizational skills by organizing the IT closet and meticulously managing inventory of IT assets including laptops, servers, and computer peripherals.
- Triage incoming helpdesk tickets using Jira Service Desk ticketing system to meet SLA requirements.

IT Support Analyst, Sprinklr, December 2020 - July 2022 (Los Angeles, CA/Austin, TX)

- Managed user lifecycle processes using Google Admin and BetterCloud, including group management, SSO/SAML access, and provisioning for a 3,000+ user environment.
- Delivered end-to-end onboarding for new hires, including orientation presentations, hardware setup, and

tool access configuration, ensuring a smooth first-day experience.

- Executed secure and efficient offboarding using BetterCloud, GSuite, Azure AD, and Jamf; ensured timely access removal, data protection, and full asset recovery.
- Triaged and resolved technical issues through Zendesk, maintaining SLA expectations and supporting users across Mac and Windows environments.
- Traveled to Austin and San Francisco to support office reopenings by setting up workstations, monitors, peripherals, and Google Meet conference rooms.
- Coordinated with vendors to install Cisco Meraki cameras and ensure proper cabling, network connectivity, and security coverage.

IT Support Technician / IT Support Intern, BuzzFeed September 2018 – March 2020 (Los Angeles, CA)

- Managed SSO and software provisioning through Okta Admin, streamlining secure access for employees.
- Audited wireless devices and user accounts, resulting in significant cost savings and improved license accuracy.
- Supported Google Workspace administration, troubleshooting email, Drive, Calendar, and collaboration issues.
- Triaged and resolved helpdesk tickets via Zendesk, delivering fast and consistent customer support.
- Assisted with daily AV operations for conferences and events, ensuring smooth video and audio setups.
- Maintained accurate IT asset inventory using Snipe-IT, tracking laptops, peripherals, and hardware lifecycle.
- Troubleshoot conference rooms using BlueJeans software and Cisco hardware to ensure seamless meeting functionality.
- Adapted quickly to new tools and technologies in a fast-paced digital media environment.

EDUCATION

GENERAL ASSEMBLY, Software Engineering Immersive, December 2023 - March 2024

Full-stack software engineering 420+ hour program focused on product development fundamentals, object-oriented programming, planning, design, MVC frameworks, data modeling, and team collaboration strategies.

YearUp, Information Technology Training, February 2018 - February 2019

Intensive, year-long IT support program focused on hardware/software troubleshooting, operating systems, networking fundamentals, ticketing systems, customer service, and professional workplace skills. Combined technical training with hands-on labs, career development, and real-world IT support simulations.

CERTIFICATIONS

- **Jamf 200 – 2022**
- **Jamf 100 – 2021**
- **Microsoft Azure AZ-900 (Fundamentals) – 2022**
- **Microsoft Technology Associate (MTA) – 2020**
- **PC Pro – TestOut – 2019**
- **Tech Support Fundamentals (LinkedIn Learning) – 2022**