

Mason Farber

Senior IT Support Specialist

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masonfarber.com/resume

Professional Summary

Results-driven IT Support Specialist with 9+ years of experience supporting enterprise Windows, macOS, and cloud environments. Expert in end-user support, systems administration, and network troubleshooting. Demonstrated success in reducing downtime, improving support workflows, and mentoring junior technicians. Passionate about reliable, secure, and user-focused IT solutions.

Professional Experience

Creighton University — Senior IT Support Specialist

July 2019 – Present | Omaha, NE

- Delivered Tier 2–3 technical support to approximately 2,500 faculty & staff and 8,000 students across Windows, macOS, and LAN environments.
- Resolved 95% of tickets within SLA targets, maintaining high satisfaction scores and minimal downtime.
- Provided mentorship and training to 6+ junior IT employees, enhancing team efficiency and consistency.
- Managed device configuration and software deployment using enterprise tools.
- Collaborated with network and systems teams to troubleshoot and escalate complex infrastructure issues.
- Documented all procedures and solutions in the ticketing system to ensure knowledge continuity.

Creighton University — Client Support Analyst

Nov 2016 – July 2019 | Omaha, NE

- Supported computer systems, mobile devices, and telecom equipment for faculty, staff, and students across the campus.
- Assisted with campus-wide migrations to Office 365 and Windows 10, ensuring smooth transitions with minimal user disruption.
- Optimized imaging and deployment workflows, reducing setup time by 40%.
- Acted as primary liaison between users and technical teams to diagnose and resolve system issues.
- Delivered customer-focused service that improved user confidence and minimized repeat incidents.

Education

South Dakota State University — B.S., Journalism

Brookings, SD | May 2016

Certifications

- HDI Support Center Team Lead (In Progress, 2025)
- CompTIA ITF

Technical Proficiencies

Operating Systems: Windows 10/11, macOS, Linux (Ubuntu)

Networking: LAN/WAN, DNS, DHCP, VPN (Tailscale)

Servers & Cloud: NGINX, Docker, Portainer, Azure, AWS

Tools: Active Directory, Intune, JAMF, ServiceNow, Office 365

Web & Hosting: WordPress, Domain Management, SSL/TLS, DNS Configuration

Projects & Labs

- HomeLab Server Deployment: Built and maintained a virtualized Ubuntu environment with NGINX reverse proxy, Docker containers, and WordPress sites managed through Portainer.
- Secure VPN Implementation: Configured Tailscale VPN for encrypted, remote server access and management.
- Website Hosting: Registered custom domains and implemented DNS, SSL, and backup automation for hosted sites.