

# Abraham Brody

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Location: Boston, southeast Massachusetts, UK, Ireland, and remote. No other relocation.

**Overview:** IT professional, data and database manager, computer configuration manager, troubleshooting cybersecurity, repairing hardware and software across all platforms. Providing feedback on resolution to executives, contractors, and banking employees a regional bank. Prior experience supermarket networks, retail office supply sales and repairs, towns, federal government, and environmental engineering companies. Also knowledgeable with ArcGIS, Laser Scanning LiDAR remote sensing, stormwater modeling, regulated airway mapping and development, AutoCAD 3-d models, nautical charting, and continued adhoc company and individual computer support. Management of projects and growth opportunities sought in IT and GIS fields.

## **Supervisory Experience:**

### **Zensar/Rockland Trust**

Documented onboarding tools for all new hires.

### **Mphasis/DXC**

Led team in upgrading all 600 Macs in Stop and Shop and Giant Food to include mobile device Management tool known as JAMF. Presented at meetings on the upgrade, feedback on incorporating new tools for upgrading marketing team, set up machines for vice presidents of grocery chain and provided support for wifi, password, and upgrade of all Macs in organization. Users called me before asking help desk.

### **Staples**

Trained coworkers in setting up deferred financing tools, password recovery, and store inventory Location management.

### **Environmental Partners Group**

Built platform on ArcGIS for importing data and exporting data on roadway degradation modeling Using Visual Basic, Microsoft Access, and Excel to improve workflows within organization.

### **Federal Aviation Administration**

Led effort to upgrade team of 200 people from Windows XP to Windows 7. Maintained training tool Intranet webpage with all resources used by the team for airway development, and airway charting Quality control.

## **Employment chronology:**

### **Zensar/Rockland Trust – Lead IT Technical Specialist**

10/2021 - present

Part of call center and onsite support team of 7 technicians for banking institution of 150 branches in Region. Configuring VPN, password recovery, troubleshooting connectivity of printers, computers, File shares, and custom intranet webpages.

### **Mphasis/DXC – Senior Principal Infrastructure Associate**

3/2020 – 9/2021

Supervising MDM integration for Macintosh platform, training new and current employees in Service Now ticket management. Built custom Apple Macintosh PC for CEO of Stop and Shop Supermarket, collaborating with top executives to ensure smooth upgrade to Apple's Big Sur operating configuration for VP of Meat and Produce. Apple Certified consulting assisting Mphasis in AHold/Stop and Shop Desktop and Notebook Technical Support Remote access and walk-in support software and hardware Issues on Windows, Macintosh, Peripheral configuration issues. Setting up application image Files with SCCM, JAMF, resolving Service Now issued tasks. Microsoft Office licensing, ODBC database links to Oracle and Access. Collaborated with Microsoft Teams, Active Directory, and Sharepoint. Quincy Massachusetts.

<p><b>Macmaps – Freelance Support Technician</b>  Apple Certified Repair Technician offering technical Support, home and business computer consulting. Software backup, installation, troubleshooting errors. Hardware configuration and repair. Audio Visual troubleshooting. Malware removal on PCs and Macs, component diagnosis, repair, and networking. Quickbooks, Adobe software, Computer Aided Design, LiDAR (Laser Scanning) differential correction scan verification, and GIS data analysis and management. Tutorials &amp; workshops cybersecurity. Onsite and Remote.</p>	7/1995 – Present
<p><b>Staples – Tech Sales Associate.</b>  <u>Number 2</u> in computer sales products at Staples on Cape Cod. Sales of computer and office supplies, printers, computer components and service plans. Offering Software As a Service (SaaS) in malware protection plans. Malware removal, PC registry repair, data transfer, configuration of new computers, printers, and repairing phones damaged by liquid, and replacing phone batteries. CRM data management. Data transfer from Mac to PC. Providing tutorials and workshops on printing, computer and tablet data application management. Falmouth, Massachusetts.</p>	4/2018 to 2/2020
<p><b>Environmental Partners Group – Database Developer</b>  Database Developer Project, implementing 5 year Capital Improvement Plan models roads, sidewalks, and ramps with Access, ESRI ArcGIS ArcEdit, ArcMap, Modelbuilder, Wide Format Printers, Python. Computed Pavement Control indices (PCI) for road degradation based on traffic volume, surface treatment cost, and forecasting cost benefit of each treatment type. Quincy, MA based. Projects of Waltham, Wellfleet, Provincetown, and Eastham MA.</p>	4/2016-12/2016
<p><b>Surveying and Mapping Consultants – Remote Sensing (LiDAR) Technician</b>  Computer Aided Design Remote Sensing (LiDAR) Technician Project: LiDAR laser remote sensing extraction and quality control and analysis of stormwater management, road, and property grading data using AutoCAD and MicroStation/TopoDOT for Orleans, Wellfleet, Brewster, Braintree and Boston. Braintree MA based.</p>	10/2014-3/2015
<p><b>National Oceanic Atmospheric Administration/Federal Aviation Administration  Aeronautical Information Systems Specialist &amp; Cartographer</b>  Project Management, Quality Control, Quality Analysis, Training Coworkers, Mapping and Developing hundreds of Aeronautical Regulated routes on 35 charts, verified work of 30 coworkers and contractors, Customer Service, ISO 9001 Documenting Procedures in Microsoft Office, Outlook, Lotus, Citrix remote access, MicroStation and its scripting language. Intranet webpage of resources, and edited daily update notices for air pilots on corrections for charts. Coordinated with Air Traffic and foreign data sources. Awarded 5 times for helping the team in a variety of projects. Silver Spring Maryland.</p>	11/1998 – 9/2014
<p><b>Enterprise Information Systems – CADD Technician</b>  Contractor for National Oceanic Atmospheric Administration. Nautical Charting, data extraction of Army Corps of Engineering sounding and Coast Guard Coast Pilot navigation data for the national waterways of the United States using MicroStation, IRAS/B, Access. Silver Spring Maryland</p>	10/1997-11/1998
<p><b>Maryland National Capital Parks and Planning Commission – Drafting Technician</b>  Drafting Technician. Project Planimetric and Parcel mapping aerial photography data extraction quality control ArcGIS and AutoCAD. Digital representation verification using remote sensing photography ground truthing. Silver Spring Maryland</p>	11/1996-3/1997
<p><b>Baltimore Metropolitan Council – GIS Programmer</b>  Document software code in C and Pascal of in house Geographic Information System, Address Geocoding, Mapping Police Precinct, Fire Department, School District, Zipcode covering six county region including Baltimore City. Quality Control of Topological polygon information against electrical utility addresses. Baltimore Maryland.</p>	10/1995-11/1996

**Extracurricular:**

Washington Apple Pi Mac Computer Clinic  
Apple Support Communities “Helper”  
National Geographic Society Map Library  
USGS Volunteer for Science National Mapping &  
Geologic Division

Mashpee, Falmouth, Dennis, Hyannis and Sandwich  
Chamber of commerce  
NEGIS, NEURISA, NEGIS, CT-GIS, LASTools, RI-  
Flood meetings, conferences, and mailing list.  
Powerpoint presentations offered and edited.

**Skills -**

- Active Directory
- Adobe Photoshop
- Apple Macintosh Systems
- ArcGIS (ESRI), ArcCatalog, ArcGIS Online, ArcEdit, Modelbuilder
- Access (Microsoft)
- AutoCAD Civil 3D & Carlson
- Audio Visual Presentation
- Computer Aided Design
- Cybersecurity
- Data Science
- Database Design
- GIS & LiDAR
- ISO-9001 Training
- JAMF Mac OS system image deployment.
- Mapinfo
- Microsoft Word, Excel, Powerpoint, Access
- MicroStation
- Project Management
- Quality Analysis & Quality Control
- Quickbooks
- Relational Databases (RDBMS)
- Remote Desktop, AnyDesk, Citrix, VPN, Teamviewer
- SCCM application and Windows license management
- ServiceNow (SNOW)
- SQL
- Troubleshooting hardware & software repair
- Visual Basic and C++

**Education –**

- Apple Certified Macintosh Technician & Apple iOS Component Technician certification 9/2018
- GIS Program Management NEGIS 1/2016
- License: Aeronautical Information Specialist 7/2012
- ArcGIS PLTS 2004
- BA Geography Environment Resource Management and GIS from Clark University 1994