# Ethan Gallagher

IT SUPPORT ENGINEER

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## SUMMARY

IT Support Engineer with 4 years of support at fast-growing software companies, now running end-user IT for 420 employees in Austin and 9 other states. Manages macOS and Windows fleets, Okta and Google Workspace, and automates onboarding with Python. Handles troubleshooting from DNS and VPN issues to SSO login failures.

## SKILLS

macOS • Google Workspace • Okta • Microsoft 365 • Active Directory • Python • Linux • DNS • VPN Troubleshooting

## EXPERIENCE

**IT Support Engineer** 01/2024 - Present

Barton Ledger Software Austin, TX

*Accounting software company with a hybrid and remote workforce.*

- Own end-user support for **420** employees on macOS and Windows, keeping median ticket resolution under 3 hours.
- Administer Okta SSO and MFA for 85 apps and automate provisioning with Python, saving 10 hours a week.
- Manage Google Workspace and Microsoft 365 licenses, mail routing and DNS records for 3 company domains.
- Replace the legacy VPN with a zero-trust access tool for 150 engineers, cutting remote access tickets by 50%.

**IT Support Specialist** 06/2022 - 12/2023

Hill Country Health Analytics Austin, TX

*Healthcare data company with 160 staff and a research lab.*

- Supported 160 staff with laptop setup, Active Directory accounts and conference room equipment.
- Built Linux kiosk images for 20 lab workstations, reducing rebuild time from 2 hours to 20 minutes.
- Documented 45 support procedures in the wiki and trained 2 new technicians on the ticket queue.
- Shipped and recovered laptops for remote hires in 12 states using a tracked asset checklist.

## EDUCATION

**Bachelor of Science** 05/2022

Texas State University San Marcos, TX

Computer Information Systems

## CERTIFICATES

**CompTIA Network+** 03/2023

CompTIA

**Okta Certified Professional** 06/2024

Okta