



TANIA DASTRES

CLIENT PLATFORM ENGINEER LEAD
EUC TECHNICAL DELIVERY LEAD

ABOUT ME

Client Platform Engineering Lead with more than 12 years of experience in EUC device management.

An effective communicator, enthusiastic solver of complex problems, with an empathetic understanding of the end-user experience.

SKILLS

Device Management Frameworks/Systems

JAMF Pro (On-Prem EC2 Ubuntu)

Workspace ONE

Munki, AutoPkgr

Jamf Pro API, Workspace ONE API

PSAppDeploy

Coding/Scripting Languages

Bash

Python

Swift

AppleScript

PowerShell

mySQL

PHP

Infrastructure Technologies

AWS Lambda, EC2, API Gateway, DynamoDB

802.1X Authentication and SCEP certificates

Office 365

Active Directory

Okta

Slack API

CLIENT PLATFORM ENGINEER

- JAMF Certified Expert with over 8 years of experience
- Workspace ONE technical lead
- Experienced in designing and implementing macOS and Windows Managed Operating Environments (MOE/SOE)
- Level 3 escalation lead for macOS and Windows device management and support
- Proficient in the creation of technical documentation and training material for technical and non-technical audiences
- Experienced integrating macOS, iOS and Windows clients in an enterprise environment
- Highly competent in the creation of configuration profiles, scripts and custom installation packages

TECHNICAL LEADER

- Client Platform Engineering Lead for a team of 7, supporting 2,700 EUC devices
- Experienced Technical Delivery Lead on multiple enterprise projects for both macOS and Windows platforms
- Experienced in engaging senior stakeholders, infrastructure support teams, and external vendors
- Active participant in the tech community, with experience presenting at industry conferences and meetups

HOW TO CONTACT ME

Email: tania.dastres@gmail.com

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LinkedIn:

<https://www.linkedin.com/in/taniadastres>

CAREER SUMMARY

Client Platform Engineering Lead

SEEK Asia Pacific | Dec 2020 – Present

- Leading a Client Platform Engineering team responsible for Level 3 support and management of all client platform endpoints, across multiple locations in 8 countries
- Level 3 Support/Lead SME for Workspace ONE and JAMF Pro
- Responsible for EUC MOE design and security benchmarking
- Escalation point for all EUC-related issues
- Responsible for designing and implementing proactive and self-service solutions for Level 1 and 2 technicians and EUC end-users

Senior Apple System Administrator

SEEK Asia Pacific | May 2017 – Dec 2020

- Design and implementation of SEEK ANZ and SEEK Asia's macOS MOE
- Maintenance and administration of an on-prem Jamf Pro server
- Level 3 escalation point for all macOS related support
- Technical delivery lead for SEEK Asia's JAMF Pro project to migrate nearly 200 Macs (across 6 locations in South-East Asia) to an MDM-managed state

Senior Apple Technician

RMIT University | Mar 2013 – Apr 2017

- JAMF Casper System Administration of 1300 Lab Macs and 1250 staff Macs
- Continuous improvement of deployment and support process and tools.
- Technical Delivery Lead for MacWorks Project, a one-year project to design and implement a macOS MOE for 1200 previously unmanaged staff Macs. Was responsible for design and testing of the MOE, and the training and supervision of 12 support technicians

Computer Support Officer/Senior Mac Support Technician

RMIT University | Oct 2007 – Mar 2013

- Worked with the program managers of the individual schools to develop the semester's computer laboratory macOS MOE
- Technical consultant on minor works projects that pertained to Apple technologies

Technical Support Specialist

IBM Asia-Pacific | Nov 2006 – Oct 2007

- Assisted Apple desktop/portable computer customers from inbound call centre
- Acting team lead for 5 months, managing a team of 25

INDUSTRY ENGAGEMENT

Mac Admins Podcast | Guest

Episode 167: Rapid Adoption of Remote Learning, May 2020

<https://podcast.macadmins.org/2020/05/26/episode-167-rapid-adoption-of-remote-learning/>

Mac Admins Podcast | Guest

Episode 156: Tania Dastres from Seek, March 2020

<https://podcast.macadmins.org/2020/03/02/episode-156-tania-dastres-from-seek/>

JNUC 2019 | Presenter

/jamf: A Slack App To Simplify Mac Lookups and Troubleshooting

<https://www.youtube.com/watch?v=OjnOE27V2QY>

JNUC 2019 | Panelist

Support Women in Tech panel

<https://www.youtube.com/watch?v=krDmtW88UiQ>

JAMF Roadshow 2019 (Australian and New Zealand) | Guest Presenter

<https://www.taniacomputer.com/presenting-our-dep-workflow-at-the-jamf-roadshow>

XWorld 2018 | Presenter

Dreaming of a Tech-Free Deployment Workflow

<https://auc.edu.au/2018/04/dreaming-of-a-tech-free-deployment-workflow/>

XWorld 2014 | Presenter

Don't Use the M Word

<https://auc.edu.au/2014/05/dont-use-the-m-word/>

SEEK Women of Infra, 2020

Founded a SEEK social group for the female-identifying members of SEEK's ANZ Infrastructure Team

Women of XWorld, 2018 and 2019

Founded a breakfast get-together for the female-identifying attendees of XWorld

WHERE TO SEE MY WORK

Website: www.taniacomputer.com

Github: <http://github.com/taniacomputer>